Grievance & Disputes Policy

Policies · https://horshamu3a.org.au/docs/grievance-disputes-policy/

Introduction

U3A Horsham & District Inc. regards the dignity and autonomy of all people as a core value of the organisation. If any member feels they have not been treated appropriately they have an opportunity to lodge a complaint under the Grievance Policy Guidelines.

Purpose

The purpose of this policy is to document U3A Horsham & District Inc.’s Grievance Policy for members and the processes that will be followed where a breach of the Grievance Policy is reported.

Policy

1. U3A Horsham & District Inc. aims to resolve problems and grievances promptly, as close to the source as possible, with graduated steps for further discussion and resolution at higher levels of authority as necessary

- Complaints must be fully described by the person with the grievance.
- The person/s against whom the grievance/complaint is made should be given the full details of the allegation(s) against them.
- The person(s) against whom the grievance/complaint is made should have the opportunity and be given a reasonable time to put their side of the story before resolution is attempted.
- Proceedings should be conducted honestly fairly and without bias
- Proceedings should not be unduly delayed.

2. The principles set out in this Grievance Policy are intended to apply to any U3A related context including classes, activities, social functions meetings, and conferences.

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3. The principles set out in this Grievance Policy apply equally to all members and volunteers/employees.

Procedures

The following is a four-level process:

1. The member attempts to resolve the complaint as close to the source as possible. (This level is quite informal and verbal and may have occurred prior to notification to the Secretary).

2. If the matter is not resolved:

• The member notifies the Secretary without delay as to the substance of the grievance/complaint and states the remedy sought. The President is immediately notified.

(Should the President or Secretary be identified in the grievance complaint a Committee of Management delegate must be appointed).

Discussion is then held between the member and any other relevant party, chaired by the President or his/her delegate.

• This level will usually be informal but either party may request written statements and agreements.

• This level should not exceed one week.

3**. If the matter is not resolved:**

• The President or delegate must take the grievance/complaint in writing to the Committee of Management together with any additional information thought relevant

• The Committee of Management may resolve to seek the services of an external mediator. (Reference may be made to U3A Network in appointing an experienced mediator.)

• The Committee of Management will either:

Provide a written response to the member or arrange for the parties to meet with the external mediator

• This level will not exceed two weeks.

4. If the matter is not resolved the member will be advised or his/her rights to pursue the matter with external authorities if they so wish.

Responsibilities

U3A Horsham & District Inc.'s Committee of Management is responsible for ensuring grievances/complaints are addressed within the timeframes set out in this Policy. U3A Horsham & District Inc.'s Secretary is responsible for ensuring documentation is made available to parties to the grievance/complaint and, where indicated, the Committee of Management.

Authorisation

This Policy was adopted by the Committee of Management of U3A Horsham & District Inc. and minuted as such, on 13th January, 2023.

This Policy will be published by the Committee of Management of U3A Horsham& District Inc. on its website within four weeks of the date of this authorisation.

Policy Review

This Policy will be reviewed at least annually or when circumstances change.

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