



Elgin and District u3a
COMPLAINTS PROCEDURE

Occasionally, u3as will encounter difficulties that impact on the running of the u3a. These can include:

- Complaints concerning an individual member.
- A complaint from an external organisation.
- Concerns about the behaviour of a member or a Committee Member.
- Conflict arising between two members.

The procedure detailed below is an approach to informal resolution as well as the steps that can be taken if more formal procedures are required.

In dealing with complaints Elgin and District u3a aims to ensure that:

- All action taken will be documented.
- Complaints will be dealt with quickly and fairly and show respect to the parties involved.
- The issue is settled without resort to formal action.
- Confidentiality will be maintained at all times. Information should only be shared with those who have a genuine need to receive it. For serious issues the u3a may contact the Third Age Trust for support. This may include liaising with the Regional Trustee and/or Trust volunteers supporting the u3a to deal with the issue. Sharing information with the Trust will not constitute a breach of confidentiality as Elgin & District u3a is affiliated to the Trust. Members involved in the procedure will be informed of the involvement of the Trust.
- All communication will be based on fact and evidence provided.

Procedure to be Followed

1. If the complaint of a member relates to their membership of a particular interest group the **Group Leader** concerned will attempt, in the first instance, to resolve the issue by informal discussion and conciliation as appropriate.
2. If the Group Leader is unable to resolve the matter, or the issue relates to the Group Leader, the **Groups’ Co-ordinator** will perform the conciliation role.
3. In the event that the Group Leader or Groups’ Co-ordinator cannot resolve the issue to the satisfaction of the parties involved, the matter will be brought before the **Committee** at the first available opportunity. The Committee will nominate a Committee Member, normally the Chair, who will attempt to resolve the complaint. The Chair may convene a special meeting of the Committee in order to avoid any excessive delay.
4. If the complaint raised by a member does not relate to a specific interest group, or the complaint was made by an external organisation, then the matter will immediately go before the Committee and Step 3 above will be followed.
5. If the matter remains unresolved, the Committee may decide, at this stage, to involve the **Scottish Trustee or Third Age Trust** to provide assistance and advice.

Approved by Elgin and District u3a Committee

Signed: Date: