

## **ELMBRIDGE U3A – COMPLAINTS PROCEDURE**

Elmbridge u3a is an inclusive organisation based on collaboration and mutual respect between members. The committee strives to follow this principle in all its activities, and encourages all members to do the same. Inevitably, however, as with any people organisation, not everyone will be happy with everything that goes on, and so the following procedure has been established to ensure that any complaints by members are dealt with fully, promptly and fairly with the aim of achieving the best outcome possible for all concerned.

In the first instance, if the complainant is happy to do so, attempts should be made to resolve a complaint informally and locally by discussion between the parties and with the leader of the study group or other activity where the issue arose. If this is not possible, the circumstances should be reported to a member of the committee. In the case of study groups, this will be the Groups Secretary. All complaints will be treated in confidence.

The committee will investigate and attempt to resolve the complaint in line with the principles outlined above. If the complainant is not satisfied with the outcome, a formal approach may be made to the Chair of Elmbridge u3a. This should be done in writing. The Chair will aim to respond to the complaint in writing within 14 days unless investigations take longer, in which case the complainant will be kept informed of progress.

If the complaint relates to a member of the committee and cannot be resolved informally the matter should be referred to the Chair and will be dealt with as described above. In all cases, the Chair's decision is final.

We recognise that not every dispute can be resolved to the claimant's satisfaction, but we undertake to give every complainant the courtesy of a hearing, a full investigation of the circumstances, and a clear decision, with reasons, in a reasonable period of time.

The Elmbridge u3a Committee

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