

Lichfield u3a Grievance Procedure

Grievance Procedure

Approved June 2017

If a member has a concern about any aspect of the running of our u3a they should feel confident to register their concern and expect the Committee to give this due consideration. Usually more major concerns will be raised with an officer or member of the Committee.

In the first instance the Committee member approached may be able to address the issue informally, but having done so, must inform the Committee of the case. In all cases the person raising the issue must be invited to express their views as to how the concern/problem can be solved.

If the committee member is unable to resolve the issue, then the complainant should be invited to meet a small group of the Committee to discuss the matter. The complainant may be asked to withdraw whilst the sub-committee reaches a decision on how to deal with the matter.

Should a resolution not be possible, then the whole committee may be required to deal with the issue and report back its course of action to the complainant. Any decisions should be minuted in the usual manner, and the Committee's decision is final.

The decision reached could include:

- a) If agreement is reached, no further action may be required.
- b) Withdrawal of the individual's membership of Lichfield u3a, refunding membership fees.
- c) Other sanctions, such as denying membership of a specific group, or requiring a cooling-off period.