

Complaints Policy and Procedure

If you wish to make a complaint against any member of Northallerton u3a, then this should be first directed towards the Committee. Where the word Trustee is used in this document these are members of the Committee.

The Committee will ensure:

- All actions are documented.
- Complaints will be dealt with quickly and fairly.
- The u3a Committee will try to de-escalate the situation and settle issues without having to resort to formal action where possible.
- Confidentiality will be maintained. For more serious complaints, the Committee may have to liaise with the Third Age Trust. This will not be considered a Data Protection breach due to our membership of and affiliation to the Trust.
- Decisions will be based on the facts and evidence gathered.

In the informal process, either a committee member, or a Group Leader supported by the Group Co-ordinator may lead the investigation. If this person decides the situation requires a more formal approach, the matter should be referred in writing to the Chair of Northallerton u3a Committee.

- The chair will appoint either one or two members of the Committee to lead the investigation.
- The person or persons against who the complaint has been made will be informed of the basis of the complaint,
- The timetable for investigating the complaint will be within 14 days.
- The results of the investigation will not be disclosed to any other trustees.
- Both parties will be informed of the outcome of the investigation.
- If the complaint has been upheld, the letter will specify what action will be taken.

Both the complainant and the person against whom the complaint was made have a right of appeal.

- This should be made in writing within 7 days.
- The Chair will convene a meeting of 3 Trustees (including the Chair). This will not include those involved in the initial investigation.
- The person making the appeal has a verbal right of reply and will be invited to attend a meeting of the appeal panel. They may bring another member for support.
- The whole issue will be summarised, and the appeal panel will review the decision based on the facts included in the original hearing, taking into account any mitigating circumstances.
- A final decision will be made and communicated to both parties.