

It is our aim to try to sort out any problems by talking and resolving them informally and amicably with the person/people concerned but if this fails then we will follow a formal procedure which is clear and transparent.

It is in everyone's interest that:-

- Problems, grievances and complaints are dealt with quickly and fairly.
- Every effort is made to settle the issue without having to resort to formal action.
- Confidentiality is maintained for all concerned.

Procedures

Stage 1: Meet with, write or speak to the person involved or the host of your group in an attempt to resolve the issue. The Group Coordinator from the committee can assist with this.

If the complaint is about a committee member then the Chair or the Vice chair will deal with the complaint.

Stage 2: If you are not satisfied after Stage 1, write to the Secretary of the SSU3A committee. S/he will investigate the complaint and aim to respond in writing within ten (10) working days.

Stage 3: If the issue is not resolved the complainant can write to the committee who will seek a resolution.

The secretary will co-ordinate the response to complaints which go past Stage 1 by requesting notes and further information from the individuals involved, as well as by communicating with the complainant. A written record of all complaints and documentation relating to their handling of this procedure will be kept confidential.

Possible forms of action

- The decision by the committee will be given by the Chair with another committee member present and recorded in writing.
- A written warning which states clearly what will happen if the situation is repeated.
- Exclusion from the group / event where the incident has occurred.
- Termination of their SSU3A membership.

Documentation

Any documentation from any complaint will be kept securely by the U3A Secretary:

- To ensure all complaints are dealt with in a similar manner – to ensure a consistent approach.
- To provide information should a member make another complaint or should another complaint be brought against the same person. This is to ensure fairness to all.