

If something isn't working...

Sometimes things go wrong. It happens in marriages, friendships and the best of families. Small things can become big things. We don't like to think that happens in Tenterden u3a, but even with our lovely members, things can sometimes go wrong. We don't want our members to be unhappy if we can fix it, so this is how we would like to handle things if something has gone wrong for you.

First, please tell someone. If something has gone wrong in one of your groups, the group leader is probably the best person to talk to.

If you don't think that's the answer, or if it doesn't solve it, please use our Help email. You'll find the Help link at the top right of the Contacts page of the website. Your email will go to Rennie Halstead, the current Chair, but this may change in future. Please explain your difficulty to him.

The Help contact will come back to you to arrange a meeting in person or by phone, discuss the problem and agree how to move forward. That might mean talking to another member, if that's where the problem lies, or trying to find a way through if it's an organisational matter.

The Help contact will follow up the meeting in the way you have agreed and come back to you – usually within a week, or a couple of weeks at the most.

Hopefully, that will solve the problem to everyone's satisfaction. If it doesn't, the Help contact will try to broker a conversation between the people involved and solve it that way.

We hope that all our difficulties and misunderstandings can be solved this way, but if there is a really serious falling out and we can't resolve it, u3a national office has policies that we can use. They sound very formal, and they are written in a legalistic style that reminds us of being back at work. We don't want to go there—it would mean things have gone off the rails—but it is the last resort if things have gone so badly wrong that we can't fix them in a friendly and informal way.

Best wishes, your committee.