

# Grievance Policy and Procedures

## Purpose

1. The purpose of this policy is to document Altona U3A Inc's Grievance Policy for members and the processes to be followed to report a breach of the conduct required of members of Altona U3A as described in related policies.

## Policy

2. Altona U3A aims to resolve problems and grievances promptly and as close to the event and source as possible with steps for further discussion and resolution at higher levels of authority as necessary.
  - Grievances must be fully described by the person with the grievance.
    - a. The person(s) against whom the grievance is made will be given the full details of the allegation(s) against them
    - b. The person(s) against whom the grievance is made will have the opportunity to respond to the allegation(s)
    - c. An opportunity for mediation will be provided by the President or his/her delegate
    - d. Proceedings will be conducted honestly, fairly and without bias.
    - e. Proceedings will not be unduly delayed.
3. The principles set out in this Grievance Policy are intended to apply to any U3A-related context including classes, activities, social functions, meetings, conferences and holiday trips.
4. The principles set out in this Grievance Policy apply equally to all members and volunteers.

## Responsibilities

5. Altona U3A's Committee of Management is responsible for ensuring grievances are addressed within the time frames set out in this policy as agreed by the parties concerned)
6. Altona U3A's Secretary is responsible for ensuring documentation is made available to parties to the grievance/complaint and, where indicated, the Committee of Management

## Complaints Procedures

*The following is a four-level process to resolve a grievance:*

Level 1. The member attempts to resolve the grievance as close to the event and source as possible. This may be informal and verbal and may have occurred prior to notification to Secretary.

Level 2. If the matter is not resolved:

- The member notifies the Secretary in writing as to the substance of the grievance and states the remedy sought. The Secretary notifies the President immediately.
- The President or his/her delegate will mediate with the complainant and with the person who is the subject of the allegations to come to a resolution.
- This level will usually be informal but either party may request written statements and agreements.

Level 3. If the matter is not resolved:

- The President must take the grievance in writing to the Committee of Management together with the outcome of the mediation process.
- The Committee of Management may resolve to seek the services of an external mediator. (Reference may be made to U3A Network in appointing an experienced mediator.)
- The Committee of Management will provide a written response to the person with the grievance notifying them of the opportunity of external mediation.
- This level will not exceed two weeks. (don't recommend timelines – these should be by agreement with the parties concerned.)

Level 4. If the matter is not resolved the member will be advised of his/her rights to pursue the matter with external authorities if they so wish.

## Authorisation

7. This Policy was adopted by the Committee of Management of Altona U3A Inc., and minuted as such on 14 September 2020.
8. This policy will be published by the Committee of Management of Altona U3A Inc. on its website within 4 weeks of the date of this authorisation.

## Policy Review

9. This Policy will be reviewed at least annually or when circumstances change
10. Relevant Altona U3A Policies: Code of Conduct Policy, Bullying Policy, Anti-Discrimination Policy