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## POLICY DOCUMENT – GRIEVANCE POLICY

### REV 23-SEP-2021

### Purpose

The purpose of this policy is to document U3A Bentleigh Inc’s Grievance Policy for members and the processes that will be followed where a breach of the Grievance Policy is reported.

### Policy

1. U3A Bentleigh Inc aims to resolve problems and grievances promptly and as close to the source as possible, with graduated steps for further discussion and resolution at higher levels of authority as necessary:
  - Complaints must be fully described by the person with the grievance
  - The person against whom the grievance/complaint is made should be given the full details of the allegation(s) against them
  - The person against whom the grievance/complaint is made should have the opportunity and be given a reasonable time to describe their side of the situation or event before resolution is attempted
  - Proceedings should be conducted honestly, fairly and without bias
  - Proceedings should not be unduly delayed.
2. 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.
3. The principles set out in this Grievance Policy apply equally to all members and volunteers.

### Procedures

***The following is a four-level process:***

1. The member attempts to resolve the complaint as close to the source as possible. (This level is quite informal and verbal and may have occurred prior to written notification to the Secretary.)
2. If the matter is not resolved:
  - The member notifies the Secretary in writing as to the substance of the grievance/complaint and states the remedy sought. The Secretary notifies the President immediately.
  - Discussion is then held between the member and any other relevant party, chaired by the President or their delegate. Parties may request written statements and agreements.
  - Resulting disciplinary action may include warnings or termination of membership.
  - This level should not exceed one week.
3. If the matter is not resolved:
  - The President must take the grievance/complaint in writing to the Committee of Management together with any additional information thought relevant

- 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 either:
    - provide a written response to the member
    - or arrange for the parties to meet with the external mediator
  - Resulting disciplinary action may include warnings or termination of membership.
  - This level will not exceed two weeks.
4. If the matter is not resolved the member will be advised of their rights to pursue the matter with external authorities if they so wish. Resulting disciplinary action may include warnings or termination of membership.

## **Responsibilities**

U3A Benteigh Inc's Committee of Management is responsible for ensuring grievances/complaints are addressed within the time frames set out in this policy, and the Secretary is responsible for ensuring documentation is made available to all parties to the grievance/complaint and, where indicated, the Committee of Management.

## **Review**

This Policy Document will be reviewed annually or when circumstances change.

## **Approved**

This Policy Document has been endorsed by the U3A Benteigh Inc Committee of Management and authorised to be posted on the website. Effective date: 23-Sep-2021.

## **Related Policies**

- U3A Benteigh Inc Code of Conduct