



Learn, laugh, live

## U3A Milton – Ulladulla Campus Incorporated

### GRIEVANCE POLICY AND PROCEDURE

#### Preamble

This policy statement supports the *U3A Milton - Ulladulla Code of Conduct* which applies to all members.

The procedure outlined in this document seeks to provide a mechanism to deal with issues that may arise regarding the activities or operations of the organisation, internally and concerning other bodies, especially those matters arising from non-observance of the Code of Conduct.

#### Policy Statement

This Grievance Procedure aims to achieve conciliation and the resolution of complaints quickly, with fairness, care and understanding. Confidentiality of all parties will be preserved; only those people with a specific role in this procedure will be involved.

There is an expectation that parties should first seek to directly resolve any concerns or grievances between themselves, and in consultation with the relevant Coordinator. If the issue is then not resolved, the parties may request a formal grievance process.

Any matters of a grievance concerning the activities, tutors, volunteers or members (including the Committee of Management) of U3A Milton - Ulladulla should be addressed within ten working days.

#### Initial informal approach

All U3A Milton - Ulladulla tutors, volunteers and members are expected to behave in a courteous and civilised manner in dealing with any issue that arises, and to seek to resolve the problem informally – where appropriate, by contacting the U3A Milton - Ulladulla President; or through discreet discussion between the tutor/event leader and participant concerned.

Consultation with the relevant Coordinator, Event organiser, may also assist in resolving the issue.

If either party is not happy with the above informal resolution, or method of dealing with the issue, then the formal procedure below may be followed.

### Formal Written Complaint Procedures (as set out in our Constitution)

- 1) A formal written complaint can be made by a member or other party by letter or email, directed to the Secretary, U3A Milton - Ulladulla.
- 2) A Grievance Officer will be appointed – this may be a member of the Committee of Management or other designated volunteer. In the first instance, the Secretary will act as Grievance Officer and delegate responsibility, as appropriate, to other Officers of the Committee of Management of U3A Milton - Ulladulla.
- 3) A meeting will be organised between the Grievance Officer and the person(s) alleging the grievance to ascertain facts/views.
- 4) A meeting will then be organised between the Grievance Officer and the parties named in the grievance.
- 5) A meeting between all of the parties named above will follow, in an attempt to find common ground and a resolution.
- 6) The Grievance Officer, with reference to other parties, will make a direction as to the validity of the grievance.
- 7) If no resolution is reached, the Grievance Officer may involve other members of the Committee as appropriate. Where necessary, the Committee may appoint a facilitator to mediate between the parties. The appointment must be acceptable to both parties. Both parties shall bear the full costs, if any, of the mediation. The outcome of the mediation shall be binding.
- 8) Individual written grievance reports from the above meetings will be forwarded to the Committee of Management and treated as confidential.
- 9) If the grievance is of a criminal nature, it will be forwarded immediately to the relevant authorities.
- 10) The Grievance Officer and U3A Milton - Ulladulla will keep written records of all formal grievance processes. The record will include the details of all actions taken to resolve or attempt to resolve the grievance or concern and the outcomes of these actions.

If the grievance cannot be resolved between the members and the Association then:-

- 1) A dispute between a member and another member (in their capacity as members) of the Association, or a dispute between a member or members and the Association, are to be referred to a community justice centre for mediation under the Community Justice Centres Act 1983 (NSW).
- 2) If a dispute is not resolved by mediation within 3 months of the referral to a community justice centre, the dispute is to be referred to arbitration.
- 3) The Commercial Arbitration Act 2010 (NSW) applies to any such dispute referred to arbitration.

*U3A MILTON - ULLADULLA CAMPUS INCORPORATED ("Association")*

*DATE APPROVED BY THE COMMITTEE:*

*3 October 2018*

*THIS DOCUMENT IS DUE TO BE REVIEWED BY*

*October 2020*