Policy – Grievance

Introduction

Whittlesea U3A Inc. regards the dignity and autonomy of all people as a core value of the organization. If any member feels they have not been treated appropriately, they have an opportunity to lodge a complaint under the grievance policy guidelines.

Purpose

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

Policy

1. Whittlesea U3A 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(s) should be given the full details of the allegation(s) against them.
    - The person(s) against whom the grievance/complaint is made should have the opportunity and be given a reasonable time to put their side of the story 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/employees.

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 notification to Secretary.)
2. If the matter is not resolved:
    - The member notifies the Secretary (in writing or otherwise) as to the substance of the grievance/complaint and states the remedy sought who notifies the President immediately.
    - Discussion is then held between the member and any other relevant party, chaired by the President or his/her delegate.
    - This level will usually be informal but either party may request written statements and agreements.
    - 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
- This level will not exceed two weeks.

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.

Responsibilities

Whittlesea U3A Inc.'s Committee of Management is responsible for ensuring grievances/ complaints are addressed within the time frames set out in this policy.

Whittlesea U3A Inc.'s Secretary is responsible for ensuring documentation is made available to parties to the grievance/complaint and, where indicated, the Committee of Management

Authorisation

This Policy was reviewed by the Committee of Management of Whittlesea U3A Inc., and minuted as such, on the 11th of May 2026

This policy will be published by the Committee of Management of Whittlesea U3A Inc. on its website within 4 weeks of the date of this authorisation.

Policy Review

This Policy will be reviewed at least annually or when circumstances change.

Related Policies

- *Whittlesea U3A Inc. Code of Conduct Policy*