

Complaints and disciplinary procedure

In any Group, problems and grievances may occur from time to time, which may give rise to a complaint. It is important that members know where to turn for help, advice and support, so that, whatever the issue, it can be dealt with quickly, objectively and appropriately. This procedure is set out in the document 'Grange and District U3A Complaints Procedure', which is available on the website or from the secretary and contains guidance for Group Leaders and members as to how they should proceed with a complaint.

It would be hoped that in most cases complaints and disputes within a Group could be handled by the Group Leader having a quiet word with the parties involved. Should this fail, or the Group Leader be personally involved in the complaint, then help should be sought from the Committee. By contacting the Groups Liaison Officer, the Complaints Procedure will be initiated and continue along the path outlined in the Procedure document, with the object of settling the matter amicably.

It is important to document all details of the complaint and to maintain confidentiality at all times.

Depending on the outcome of the Complaints Procedure it may be necessary to adopt the disciplinary measures set out in the document 'Grange and District U3A Disciplinary Procedure', again available on the website or from the Secretary. This document outlines the process which the Committee will initiate should the outcome of an investigation into a complaint be thought to merit some form of sanction. Disciplinary action will be the responsibility of the Committee, Group Leaders do not have the authority to exclude a member from the group permanently without the consent of the Committee but, in the event of a disruptive disagreement between Members in a session, can exclude the member or members from the rest of that session.

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