

GUIDELINES FOR INTEREST GROUP LEADERS/CO-ORDINATORS

Dispute Resolution

1. Most groups operate in a friendly informal manner without experiencing friction, disagreements or unsuitable behaviour.
2. Should a problem arise the Group Leader/Co-ordinator will often be able to deal with the situation by having a discreet word with the member in question. In certain situations asking a member to leave the group for the remainder of the session may well be the best solution, however the Group Leader/Co-ordinator cannot exclude the member permanently. The Interest Groups' Liaison Officer should be informed of any exclusion even if the matter is subsequently resolved by the Group Leader/Co-ordinator. For accuracy, all those concerned should be asked to relate their experience and the facts should be established as soon as possible by the Group Leader/Co-ordinator or, if the Group Leader/Co-ordinator is involved, a member of the group present at the time.
3. If the Group Leader/Co-ordinator fails to achieve a satisfactory resolution of the issue, the matter should be referred to the Interest Groups' Liaison officer, who may decide that the Committee should consider the problem. In this situation, the Complainant should present the grievance in writing, with the person against whom the complaint is being made having the right of reply. A Committee sub-group, normally comprising Vice Chairman, Membership Secretary and another member of the committee, will consider the matter, taking into consideration any mitigating circumstances and agree what action to take, with reference to guidance from the Third Age Trust.
4. Members have the right of appeal against any decision of the Committee. An appeal should be considered by members of the Committee who were not involved in the original decision, i.e. Chairman and two other Committee members.