U3A CAMPBELLTOWN SA GRIEVANCE PROCEDURES

POLICY

U3A Campbelltown is committed to maintaining an environment that encourages friendliness, cooperation, collaboration, honesty and trust. It is recognised, however, that on occasions, situations may occur where a grievance process is required to resolve concerns. This policy aims to ensure that grievances are handled and resolved in an appropriate, fair, transparent and timely manner and to provide additional clarifications to the U3A Campbelltown SA Constitution.

INFORMAL PROCEDURE

Grievances should be resolved in the simplest way and at the lowest level. Escalation to a formal procedure is a last resort. To this end, raising concerns informally and directly with the person or people involved is always recommended. As is *assuming positive intent*; believing that people are doing things with good motivation and mean well in their actions and interactions.

A "*no triangles approach*" is a commitment to addressing issues and concerns through direct conversations. It means that if someone has something to say about another member, they either communicate directly with that person or speak as though the person is present in the room, listening to the conversation.

A "no triangles approach" reduces the potential for gossip and misunderstandings arising from third-party discussions. The central idea is that all disputes and concerns should be resolved face-to-face, promoting an open and transparent dialogue among members.

A "no triangles approach" means that the member with a grievance approaches the person calmly and politely talks to them about the matter and what they hope to achieve from raising the issue.

It also means that the member who is approached listens to what is being said so that they understand the nature of the grievance. If possible, they try to resolve it directly. This may involve an explanation, a change in how they perform their role, or in some cases an apology.

If the grievance is resolved informally, the matter is closed.

Alternatively, if the grievance is unresolved formal procedures as outlined in the U3ACSA Constitution and detailed below, should be followed.

FORMAL PROCEDURE

If the problem is serious or remains unresolved, the member should use the formal grievance procedure outlined in the U3A Campbelltown SA Constitution Article IIIc: Unbecoming Conduct below.

U3ACSA Constitution Article IIIc: Unbecoming Conduct

1. *Any member who wishes to complain about any matter associated with U3ACSA, including its management, activities, or administration must put the complaint in writing, addressed to the President, signed, and dated. The President will investigate the complaint and will prepare a detailed response to be made to the complainant within 60 days. Anonymous complaints will be ignored as unjustified.*
2. *Where a member of U3ACSA is perceived, by a written complaint as in IIIc (a), to have acted in a manner detrimental to the interests of U3ACSA, the Board of Management may appoint an Investigative Committee (which should comprise two Board members and two Ordinary members of U3ACSA) to investigate the matter and make recommendations.*
3. *The Investigative Committee shall call the member to a meeting at a mutually convenient time, where the member will be given the opportunity to explain his or her behaviour.*
4. *The Investigative Committee may recommend that no further action be taken, that the membership of that person be suspended for a specific period, that the person should no longer be a member of U3ACSA, or any other appropriate penalty, bearing in mind the facts of the case.*
5. *The member will be clearly informed in writing of the recommendations of the Investigative Committee, and he or she will then have fourteen days in which to appeal the decision to the Board of Management. Where the Investigative Committee has recommended suspension of membership or expulsion from U3ACSA pending the hearing of his or her appeal, the person shall be excluded from all privileges of membership, including admission to the U3ACSA premises.*
6. *Upon receiving notice of an appeal against the Investigative Committee's finding, the Secretary will convene a meeting of the Board, which will review the findings of the Investigative Committee, hear any additional evidence the member wishes to present, and either dismiss the appeal or vary the recommendations of the Investigative Committee. The Board may not increase the severity of the penalty, and its decision shall be final.*

Suspension of members.

Members may be suspended for conduct unbecoming to U3ACSA.
The reasons may include the following:

- *Deliberate interference with a Group Leader's management of a class*
- *Persistently mis-representing U3ACSA to outside bodies.*
- *Neglecting to pay Registration Fees.*
- *Not complying with conditions for Registration, that is: Constitution and Code of Conduct.*
- *Malicious damage to U3ACSA or landlord's property.*

Suspension should not occur until counselling has been provided by either the Group Leader or an appropriate Board member and has been proven to be unsuccessful. In the case of an indisputable problem, members should follow the guidelines of the Constitution, "Article IIIc: Unbecoming Conduct".

FLOW CHART OF PROCEDURE