



Hepburn Shire

Policy Guideline 06 – Grievance

Introduction

U3A Hepburn Shire has a suite of policies to guide interactions between members, tutors and volunteers. The Grievance Policy is intended to provide redress in situations where those policies may have been breached.

Purpose

1. The purpose of this policy is to document U3A Hepburn Shire's Grievance Policy for members and the processes that will be followed where a breach of a Code/Policy is reported.

Policy

2. U3A Hepburn Shire 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.

3. The principles set out in this Grievance Policy are intended to apply to any U3A-related context including classes, activities, auspiced social functions, meetings, conferences and holiday trips.

4. The principles set out in this Grievance Policy apply equally to all members and volunteers.

Process

5. There is an expectation that parties should first seek to resolve any concerns or grievances between themselves amicably. If the issue is then not resolved, the parties may request a formal grievance process.

- The complainant notifies the Secretary (in writing) as to the substance of the grievance/complaint and states the remedy sought.
- The Secretary notifies the President.
- A discussion, chaired by the President or his/her delegate, is then held between the member and any other relevant party.

This level will usually be informal and completed within a week. Any party may request written statements and agreements.

6. If the matter is not resolved, the Grievance Procedure contained in Division 3 of the

Constitution, referring the matter to mediation, will be invoked.

7. If the matter is not resolved by mediation the member will be advised of his/her rights to pursue the matter with external authorities if they so wish.

8. At all times, matters relating to the complaint will be treated as confidential.

Responsibilities

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

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

13. The Committee of Management will document all grievance processes. The record will include the details of all actions taken to resolve the grievance or concern, and the outcomes of these actions.

Authorisation

14. This Grievance Policy was adopted by the Committee of Management of U3A Hepburn Shire and minuted as such on 7 May 2018.

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

Related Policies

U3A Hepburn Shire's Code of Conduct

U3A Hepburn Shire's Privacy Policy

U3A Hepburn Shire's Sexual Harassment Policy

U3A Hepburn Shire's Bullying Policy

U3A Hepburn Shire's Conflict of Interest Policy

U3A Hepburn Shire's Anti-Discrimination Policy