



U3A MORELAND

UNIVERSITY OF THE THIRD AGE

U3A Moreland Grievance Procedure and Code of Conduct

Definition

A grievance procedure provides for the raising of a dispute, a complaint or a problem arising from a breach of the **Code of Conduct**, and for formal resolution when a resolution has not been achieved informally between the parties involved.

Purpose of this procedure

U3A Moreland is committed to maintaining an environment that encourages friendliness, cooperation, collaboration, honesty and trust.

This procedure outlines the formal process U3A Moreland will follow to resolve differences or concerns which are not being resolved informally.

This applies to:

- any dispute between Members, or any Member/s and the Committee of Management and/or a Volunteer, or the Volunteer Teams
- any complaint regarding a U3A Moreland policy or procedure, or lack thereof

This procedure provides all Members with a process to ensure such situations are handled and resolved in a fair, transparent and timely manner.

Procedure

1. It is the responsibility of the Committee of Management to resolve disputes or complaints, using this Grievance Procedure, as necessary.
2. Whoever wishes to raise a grievance will communicate with the President and advise that a grievance resolution is required.
3. The grievance will be fully described, documented details requested and a copy forwarded to the President and Secretary.
4. The President or Secretary will advise all parties involved that the grievance procedure has been requested, provide them with full details and request their input. They will be given a reasonable time to provide their side of the story and document their input, before a resolution is attempted.
5. A time frame will then be established for resolving the grievance.
6. For all discussions and communications, more than one Member of the Committee of Management, as nominated by the Committee, will be involved in the ongoing resolution and support.
7. The next steps and actions will be determined by the nature of the grievance and a determination made as to whether separate discussions, a meeting of the parties together, or more protracted investigation, exploration and consideration of the matter will be required.

8. All parties will be treated equally and with respect.
 9. A final resolution will be determined by the Committee of Management, if agreement cannot be reached between the parties.
 10. In cases of extreme difficulty, an outside Mediator, as agreed by all parties, may be invited to assist with resolution.
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U3A Moreland Code of Conduct

Purpose

The purpose of this document is to articulate the values and standards of behaviour expected of U3A Moreland Members and Volunteers.

The principles set out in this **Code of Conduct** apply to any U3A Moreland-related context including group activities, social functions, meetings, conferences, outings and trips.

Rights of Members and Volunteers

Every U3A Moreland Member and Volunteer has the right to:

- feel safe and respected
- a supportive and positive learning environment
- participate in learning, social and recreational opportunities
- make a complaint and receive prompt and fair resolution thereof
- have access to guidelines, policies and procedures adopted by U3A Moreland

Expectations of members and volunteers

U3A Moreland is committed to maintaining an environment that encourages friendliness, cooperation, collaboration, honesty and trust. The values and standards of behaviour expected of U3A Moreland Members and Volunteers in this **Code of Conduct** are consistent with the **Membership Terms and Conditions**, as agreed by every Member, on joining the organisation.

Conditions of Attendance in Programs

1. It is understood that Programs and Activities are held at various venues.
2. The subject content of Programs or Activities at U3A is the responsibility of the Facilitator. Expression of political, religious and cultural views will be respectful, non-discriminatory and moderate, consistent with the **Membership Terms and Conditions**.
3. Whilst U3A Moreland and its Facilitators take all care when conducting Programs, Members attend at their own risk, ensuring they can participate independently in Activities.
4. Members undertaking exercise Programs agree to take responsibility for performing exercise within the limitations set by their Medical Practitioner, notifying the Facilitator immediately if they feel unwell or pain develops during the class.
5. Members are expected to withdraw from any Program or Activity they are no longer able to attend. Any Member not attending regularly without a valid reason may have their place offered to another Member on the Program waiting list.

Complaint or Breach of Code of Conduct

Where a person believes they have been subject to treatment or conduct that is in breach of this Code of Conduct, they may lodge a complaint.

Any complaint of a breach of this Code of Conduct will be handled in accordance with U3A Moreland's Grievance Procedure.

Endorsed at Committee of Management meeting of 19 September 2023

Review: bi-annually

Next review: September 2025