



Blyth u3a

The difference between a Complaints, Grievance and Disciplinary procedure

A complaint can be any act, treatment, behaviour or state which a member perceives as unfair or unjust.

A grievance procedure is used to deal with a problem or complaint that a member or other party raises.

A disciplinary procedure is used by the u3a to address a members conduct or performance.

If the grievance or complaint involves allegations against another member, then disciplinary action may be deemed appropriate.

RELATED DOCUMENTATION

Complaints Procedure
Grievance Procedure
Disciplinary Procedure

u3a	Complaints Grievance and Disciplinary definition	JG Blyth u3a
Version	Description of changes	Date
1.0	Initial document	01/07/2022
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