

Blyth u3a

Grievance Procedure

Purpose

To provide a grievance procedure, which will be fair and effective, according to Blyth u3a local requirements.

Scope

Relevant to all Blyth u3a members, including associate members

Grievances –responsibilities of the committee

This procedure sets out how Blyth u3a will approach the situation of a perceived or alleged grievance raised by any member or associate member or interested party against any member or associate member or interested party of Blyth u3a.

This Grievance Procedure aims to achieve conciliation and the resolution of complaints quickly but with fairness, care and understanding. Confidentiality of all parties will be preserved; only those people with a specific role in this procedure will be involved.

Any matters of grievance concerning the activities, speakers, volunteers or members (including the Committee) of Blyth U3A should be responded to initially within 14 working days.

All grievances will be dealt with as expeditiously as possible.

Initial informal approach:

All of Blyth U3A's speakers, volunteers and members are expected to behave in a courteous, constructive and civilised manner towards each other. In dealing with any issue that arises, they should seek to resolve any problems informally, through discreet discussion between the parties concerned.

Where relevant, the Group Leader may also be consulted. If any party is not happy with the informal resolution, or method of dealing with the issue, then the formal procedure below should be invoked.

Formal Grievance Procedure:

All proceedings must comply with the following steps:

- A formal written complaint, setting out the issues, should be made by the affronted member, or other party (to be known as the Complainant), by letter or email, directed to the Committee of Blyth U3A.
- If the grievance is of a criminal nature it will be forwarded immediately to the relevant authorities. Suspension may be considered until any criminal investigation is completed.
- Blyth U3A Committee will appoint a Grievance Officer. This may be a member of the Blyth U3A Committee or other designated volunteer. The Grievance Officer may delegate any responsibility he or she thinks fit, to other Officers of the Committee of Blyth U3A.
- A meeting will then be scheduled between the Grievance Officer and the Complainant to ascertain the nature of the complaint.
- This meeting will be followed by one between the Grievance Officer and the party or parties named in the grievance, to establish the opposing view.
- A meeting between all of the parties concerned will follow in an attempt to find common ground and a resolution.
- If there is no resolution, the Grievance Officer will decide on the validity of the complaint and the action to be taken. This may involve other members of the Committee or the appointment a facilitator to mediate between the parties. The appointment must be acceptable to both parties. Both parties shall bear the full costs, if any, of the mediation.
- If either party is not satisfied with the outcome, the matter will be referred to the Chair of the Committee for a final decision. The Chair may invite further representations from the parties if considered appropriate.

NB A note taker appointed by Blyth U3A committee will attend all meetings to make a formal record. All written grievance reports, papers and records of meetings will be forwarded to the Secretary of the Committee and treated as and kept confidential. The records will include the details of all actions taken to resolve or attempt to resolve the grievance and the outcomes of these actions.

This procedure is intended to ensure any issues are dealt with promptly, fairly and consistently. All parties are encouraged to take a problem-solving approach to achieve resolution. In the event of a report of any member or Trustee allegedly breaching the Code of Conduct or if a breach becomes apparent, the Chair will be notified immediately and appropriate action taken

RELATED DOCUMENTATION

Complaints Grievance and Disciplinary definition
Complaints Procedure
Disciplinary Procedure



u3a	Grievance	JG Blyth u3a
1.0	Grievance Procedure Initial document	01/07/2022
	Reviewed 19/6/24 17/06/25 next review 17/06/26	17/06/26