

U3A Strathalbyn Grievance Policy & Procedure



1. What is a grievance?

A grievance is a concern, complaint or dispute involving U3A Strathalbyn members or volunteers. For example, between a member and a tutor. This may include behaviour, fairness, or breaches of the Code of Conduct. Matters of a criminal nature are referred to authorities.

2. Guiding Principles

All grievances will be handled with respect, confidentiality, natural justice/fairness, and promptness with support for all parties. Wherever possible, informal resolution is encouraged.

3. What you can expect

You will be heard fairly, informed of decisions, and may appeal if dissatisfied. Processes will be impartial and respectful.

4. How to resolve a grievance

Informal Approach: Speak calmly with the person involved where appropriate, as most issues can be resolved this way.

Formal Procedure:

- Submit grievance in writing to President or Secretary
- Committee acknowledges receipt
- Committee investigates
- Parties meet (support person allowed)
- Written decision issued
- Appeal may be lodged within 14 days

If unresolved, external mediation may be sought by statutory bodies such as the Ombudsman or Equal Opportunity Commission.

5. Roles & Responsibilities

President / Grievance Officer: oversees fairness and confidentiality.

Committee: ensures process is followed.

Members: act respectfully and honestly.

6. Confidentiality & Records

Records are confidential. Reports may be anonymised for learning purposes.

7. Simplified Flow

Issue → Informal discussion → Formal complaint → Investigation → Decision → Appeal and final decision.

8. Your Rights

To be heard, to respond, to have support, to receive written reasons, and to appeal.

9. Policy Review

Every 1 – 2 years, or as needed.

Approved by U3A Strathalbyn Committee: December 2025

U3A Strathalbyn

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