



Evesham and District u3a Grievance Procedure

1 Introduction

This applies to all members and is underpinned by the Evesham & District U3A Code of Conduct. The Grievance Procedure outlined in this document seeks to provide a mechanism to deal with issues that may arise regarding the activities or operations of the organisation, internally and in relation to other bodies, especially those matters arising from non-observance of the Code of Conduct.

This Procedure should be read in conjunction with the Personal Information and Data Protection Policy with particular reference to Sections 2 and 4 about the safe retention of personal information and taking care with handling and storing sensitive and confidential material. Appendix 2 of this Policy provides an even more comprehensive account of document handling for both Grievance and Disciplinary Investigations and should be closely followed should the need arise. A summary of the key points is in section 9 below.

2 Policy Statement

1. Our aim is to achieve conciliation and resolution quickly, with fairness, care and understanding. Confidentiality of all parties will be preserved; only those people with a specific role in the procedure will be involved.
2. There is an expectation that parties should first seek to resolve any concerns or grievances between themselves directly, in consultation with the relevant Group Leader, Group Coordinator or event organiser, if necessary. If the issue remains unresolved, the parties may request a formal grievance procedure.
3. Any matters of grievance concerning the activities, tutors, volunteers or members (including the Committee) of Evesham & District U3A should receive an initial response within ten working days.
4. All grievances will be dealt with as expeditiously as possible.

3 Formal Grievance Procedure

1. Grievances, setting out the issues, should be formally notified by a member or other party either by phone or with electronic contact through the website, directed to the Membership Secretary, Evesham & District U3A, who will then provide an address to write to.
2. The Committee will appoint a Grievance Officer, who may be a member of the Evesham & District U3A Committee, or another designated person. The Grievance Officer may delegate certain responsibilities, if appropriate, to other members of the Committee.
3. A meeting/Meetings will be organised with the parties concerned to ascertain the facts and the issues to be resolved.

4. After due consideration, a meeting between all of the parties will follow, in an attempt to find common ground and a resolution.
5. The Grievance Officer, with reference to other parties, will assess the validity of the grievance and try to achieve a resolution.
6. If no resolution is reached, the Grievance Officer may involve other members of the Committee, or other U3A Officials, as appropriate.
7. Where necessary, the Committee may appoint 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. The outcome of the mediation shall be binding.
8. At this stage, a note-taker, appointed by the Committee, will attend all meetings and make a formal record. All written grievance reports, papers and records will be forwarded to the Honorary Secretary and kept confidential within the Committee. The records will include all actions taken to resolve, or attempt to resolve, the grievance, and the outcomes of these actions.
9. In line with the Data Protection requirements for handling what could be very confidential and sensitive material and to help minimise the risk of accidental or unauthorised disclosure steps should be taken to ensure all personal information recorded during the process is held as securely as possible. Document handling and storage can take many forms and consideration should be given therefore to the most suitable secure method and could include for example: secure electronic storage, access only by strong passwords, restricted/limited member access, secure document containers, keeping papers in a locked cabinet.
10. Notwithstanding the confidential reference in 2.1 above, if the grievance matter is of a serious criminal nature/offence then this may be reported to the relevant authorities after consultation and when it is considered necessary and proportionate to do so.

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