

Procedure for Handling Problems/Grievances

At the 2016 branch AGM - as Resolution 1 – it was agreed that members should:-

- Abide by the principles of the U3A movement
- Act in the best interests of the U3A
- Not behave in such a way as to bring the U3A into disrepute
- Abide by the terms and conditions of the constitution of the U3A, and of the branch which they are joining
- Treat fellow members with respect and courtesy
- Comply with and support the decisions of the elected committee
- Advise the Membership Secretary of any changes to their personal details

In drawing up this procedure The Trustees have drawn on advice provided by the Third Age Trust and we are mindful that we are all partners as members of Malvern U3A, and not employees. Therefore, in the rare instance where a difficulty arises and cannot be resolved without the intervention of the Trustees, the following procedure will be invoked:-

Initially, a small group of Trustees will try to establish the facts as quickly as possible, consulting as many people as necessary.

Informal Stage

- a. Those Trustees will have an informal discussion with all concerned to summarise the problem, hear everybody's views and clear the air.
- b. If there is a case to answer but that nevertheless it is a minor issue, it will be made verbally clear to all present that they should abide by Resolution 1:2016 (As above). Details of this discussion will be minuted. However, repetition of the offending behaviour which is brought to the Trustees attention will lead immediately to the invocation of formal procedures.

Formal Procedure

- a. A Disciplinary subcommittee will be established from those Trustees who have not been involved at the informal stage. They will meet and reconsider the evidence taking into account any mitigating circumstances and decide upon what action to take.

- b. If it is decided to hold a formal meeting with the parties involved, each may bring a supporter who may speak briefly on their behalf.
- c. Subsequently, the Disciplinary subcommittee will decide on one of the following:-
 - 1. To take no further action
 - 2. To give a verbal warning about future conduct. It will be given by a member of the disciplinary subcommittee with another subcommittee member present and will be confirmed in writing
 - 3. To give a written warning which clearly states what will happen if the situation continues or is repeated
 - 4. To give a final written warning
 - 5. Exclusion from an interest group
 - 6. Termination of U3A membership

Actions 3, 4 or 5 will immediately be considered for conduct that brings the U3A into disrepute **or** is prejudicial to the U3A **or** the running of the U3A (as Third Age Trust guidelines).

However, in the case of suspected criminal activity the Trustees would refer the matter to the relevant authorities. All actions will be recorded.

Right of Appeal

Before a member is excluded from an interest group or has his/her membership terminated, a right of appeal will be offered.

An appeal should be in writing & sent to the Secretary of the branch. It should state the grounds of the appeal and be lodged within seven days of receipt of the Disciplinary subcommittee's written decision. The appeal will be considered by all trustees and a final decision will be communicated in writing within one calendar month.

Malvern U3A Branch Trustees
June 2017