



Hepburn Shire

Policy Guideline 06 – Grievance

Last Update – February 2025

Introduction

U3A Hepburn Shire has a suite of policies to guide interactions between members, tutors and volunteers. The Grievance Policy is intended to provide redress in situations where those policies may have been breached.

Purpose

1. The purpose of this policy is to document U3A Hepburn Shire's Grievance Policy for members and the processes that will be followed where a breach of a Code/Policy is reported.

Policy

2. U3A Hepburn Shire aims to resolve problems and grievances promptly and as close to the source as possible with graduated steps for further discussion and resolution at higher levels of authority as necessary.
3. The principles set out in this Grievance Policy are intended to apply to any U3A-related context such as classes, activities and meetings.
4. The principles set out in this Grievance Policy apply equally to all members and volunteers.

Process

5. There is an expectation that parties should first seek to resolve any concerns or grievances between themselves amicably. If the issue is then not resolved:
 - Either party should refer their concerns to the relevant tutor. The tutor will endeavour to resolve the dispute;
 - If the issue is regarding a tutor, either party should refer their concerns to a member of the Committee. The Committee member will endeavour to resolve the dispute.
6. If the issue is still not resolved:
 - Either party can request a formal grievance process by contacting the Committee President in writing as to the substance of the grievance/complaint and which states the

remedy sought.

- A discussion, chaired by the President or his/her delegate, is then held between the member and any other relevant party. This level will usually be informal and completed within a week. Any party may request written statements and agreements.
7. If the matter is not resolved, the Grievance Procedure contained in Section 6 of the Constitution, referring the matter to mediation, will be invoked.
 8. If the matter is not resolved by mediation the member will be advised of his/her rights to pursue the matter with external authorities if they so wish.
 9. At all times, matters relating to the complaint will be treated as confidential.

Responsibilities

10. U3A Hepburn Shire's Committee of Management is responsible for ensuring grievances/complaints are addressed within the time frames set out in this policy.
11. U3A Hepburn Shire's Secretary is responsible for ensuring documentation is made available to parties to the grievance/complaint and, where indicated, the Committee of Management.
12. The Committee of Management will document all grievance processes. The record will include the details of all actions taken to resolve the grievance or concern, and the outcomes of these actions.

Authorisation

13. This Grievance Policy was adopted by the Committee of Management of U3A Hepburn Shire and minuted as such on 7 May 2018.
14. This policy will be published by the Committee of Management of U3A Hepburn Shire on its website within 4 weeks of the date of this authorisation.

Related Policies

U3A Hepburn Shire's Code of Conduct
U3A Hepburn Shire's Privacy Policy
U3A Hepburn Shire's Sexual Harassment Policy
U3A Hepburn Shire's Bullying Policy
U3A Hepburn Shire's Conflict of Interest Policy
U3A Hepburn Shire's Anti-Discrimination Policy