



**UNIVERSITY OF THE THIRD AGE
IN THE NAMBUCCA VALLEY**

Code of Conduct and Complaints Policy

Every member needs to read this

Like all U3As, ours is built around interactions between people. All of us have roles: as students/participants, tutors and group leaders, coordinators and helpers, committee and working group members. We also have important relationships with outside people, particularly the staff of the venues where classes are held. It's the communication and cooperation between all these parties that makes U3A Nambucca Valley run so well. We need to keep it that way.

Your committee has adopted the following code of conduct to make sure that all of us, in whatever role we are acting, are aware of our responsibilities to each other and to this organisation. Also provided are guidelines for making and dealing with complaints or grievances, should they arise.

Code of Conduct

As a self-funded, member-based organisation, U3A Nambucca Valley expects that all members, tutors and other volunteers will behave in a courteous and civilised manner in all dealings relevant to U3A Nambucca Valley. As a member of U3A Nambucca Valley, you therefore agree to abide by this Code of Conduct:

1. Participating in U3A Nambucca Valley activities in a friendly and positive way at all times.
2. Being honest and ethical in all dealings with U3A Nambucca Valley, its members, and other related organisations.
3. Showing respect, courtesy, and consideration to everyone you deal with in U3A Nambucca Valley, related organisations and the general public in relation to U3A activities.
4. Being punctual and reliable in attending U3A classes/events or other commitments; and forewarning of unavoidable absences, withdrawals from classes, events, or volunteer commitments.
5. Observing strict confidentiality regarding organisational and members' personal information to which you may have access; never disclosing contact details of any U3A Nambucca Valley member or tutor to anyone without their permission.
6. Avoiding all forms of discriminatory behaviour in regard to nationality, ethnicity, gender, sexuality, culture, religion, age, and mental or physical disability.
7. Not engaging in behaviour that is inappropriate, disruptive or intimidating, such as would breach the rights of other persons to participate in a class/event or to carry out their designated roles.
8. Preserving the wellbeing and safety of members and the organisation by:
 1. Participating safely in each class or activity, and abiding by any reasonable directive or prerequisite specified by the tutor or event organiser for that participation.
 2. Refraining from activities or comments that promote a personal business/cause or that would place others in a vulnerable situation either financially, physically or psychologically.
 3. Not causing any wilful damage to U3A Nambucca Valley premises, materials, facilities, equipment, or those of other venues.
9. Promoting U3A Nambucca Valley in a positive way, refraining from harming the organisation's reputation or relationships by inappropriate comment or action.
10. Abiding by this and all other U3A Nambucca Valley policies and procedures.
11. Following the U3A Nambucca Valley Grievance Policy & Procedure (see next) if dissatisfied, and abiding by decisions thus made.

Complaints and grievance issues

Issues that may arise could involve:

- Room bookings, room and equipment usage.
- Issues between a tutor and class member.
- Course enrolments and event bookings.
- Matters related to organisation of and participation in events.
- Any other dissatisfaction a member may have about their dealings with U3A Nambucca Valley.

Grievance Policy and Procedure

Preamble

This policy statement is underpinned by the preceding U3A Nambucca Valley Code of Conduct which applies to all members. 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.

Policy Statement

1. This Grievance Procedure aims to achieve conciliation and the resolution of complaints quickly, 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.
2. There is an expectation that parties should first seek to directly resolve any concerns or grievances between themselves privately. If the issue is then not resolved, the parties may request a formal grievance process.
3. Any matters of grievance concerning the activities, tutors, volunteers, or members (including the Committee of Management) of U3A Nambucca Valley should be addressed within ten working days.
4. The formal Grievance Procedure as prescribed in the U3A Nambucca Valley Association Inc. CONSTITUTION is set out below.

Initial informal approach

All U3A Nambucca Valley tutors, volunteers and members are expected to behave in a courteous and civilised manner in dealing with any issue that arises, and to seek to resolve the problem informally.

If either party is not happy with the above informal resolution, or method of dealing with the issue, then the formal procedure below may be followed.

Formal Grievance Procedure

The U3A Nambucca Valley Association Inc. CONSTITUTION Section 9 (B) states:

- (i) Any member(s) with a grievance against another member(s) must state same in writing to the Committee, who shall list the grievance for discussion at the next Committee Meeting.
- (ii) The member(s) with a grievance shall be invited to attend the next Committee Meeting to discuss the grievance.
- (iii) The member(s) complained about under clause 9(B)(i) shall be invited to attend the Committee Meeting called under clause 9(B)(ii).
- (iv) In the event of one party to the grievance being a member of the Committee, that party must step down from the Committee during the initial discussion and any subsequent discussions of the grievance by the Committee.
- (v) The Committee shall hear both sides of the grievance. Its decision may involve
 - (a) no action being taken; or
 - (b) either or both members being suspended for a period to be decided by the Committee; or
 - (c) either or both members being expelled from the Association from a date to be decided by the Committee.
- (vi) The Committee must inform the parties of its decision in writing within seven (7) days of the hearing.
- (vii) If a dispute still exists subsequent to the hearing, the aggrieved member(s) may appeal to the Association in an Extraordinary General Meeting, which appeal must be lodged in writing with the Committee within seven (7) days of receiving the notification of the Committee's decision.
- (viii) The Extraordinary General Meeting under clause 9(B)(vii) shall be called within 28 days of receipt of the appeal. All relevant parties to the dispute will be invited to state their case.
- (ix) The decision of the Extraordinary General Meeting shall be final.
- (x) In the event of a grievance between members of the Committee, the matter shall be referred to a community justice centre for mediation in accordance with the Community Justice Centres Act 1983.

U3A Nambucca Valley Association Incorporated - ABN 94 948 200 504

A University of the Third Age

PO Box 101 Nambucca Heads NSW 2448

www.u3a.com.au

U3A Nambucca Valley acknowledges the kind approval of U3A Melbourne City for the right to adopt and adapt their original document for local use.