

## Complaints Procedure – notes

In the first instance, complaints should be directed towards the committee of the u3a.

### Important that -

- All actions documented
- Complaints dealt with quickly and fairly
- De-escalate the situation and settle issues without having to take further where possible
- Confidentiality crucial
- More serious complaints, liaise with and share information with the Third Age Trust
- Decisions made - based on the facts and evidence gathered.

### Informal Process

- Committee decide most appropriate person to lead
- If it involves committee member - another committee member should attempt to mediate and find a solution
- The person(s) leading will hold a discussion with all relevant parties
- If there are several people involved with the complaint –speak to all
- Summarise the situation with both parties and try to reach a mutually satisfactory conclusion
- Consequences made clear if the situation continues
- If lead feels the situation requires a more formal approach – refer, in writing, to the Chair

### Formal Process

- Complaint to be made in writing giving specific details
- Committee appoint a trustee to manage complaints
- Can request help from Regional/National Office
- Letter sent to complainant confirming receipt of complaint
- Chair appoints one or two people to lead, conduct interviews and gather information
- Sub-committee appointed (3 members)
- Timetable for date of meeting to hear complaint within 14 days
- Sub-committee consider matter and reach solution
- Decision to be communicated to all parties
- Right of appeal within 7 days.