



## Complaints Procedure

### Category: u3a Policies and Procedures

#### 1 Introduction

For u3as in England and Wales.

#### 2 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

Signed by: Janice Vaughan

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| <b>u3a</b>                                                       | The Third Age Trust <b>Knowledge Management System</b> |
| Complaints procedure – notes – Basingstoke -Old Basing version 1 | 18/02/2023                                             |
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