



## If you have a Complaint

In any organisation, problems occur from time to time. If you have a complaint or grievance, we will ensure that:

- Your issue is dealt with quickly, fairly and objectively
- Confidentiality is maintained by all concerned
- If a complaint is upheld, disciplinary procedures will be followed.

You have the choice of having your issue dealt with informally or formally. However, if the person leading on the informal stage feels that the matter warrants a more formal approach or a specific course of action, it will be referred to the Chair requesting that it be treated formally.

The informal and formal processes are described below.

### **Informal procedure**

Firstly, informal discussions will take place with the relevant parties so that all views can be heard. (Concerns or complaints may be put in writing and, for the sake of clarity, this is often helpful).

- If several people are involved, it may be necessary to talk to the other people mentioned, so that as full a picture as possible is obtained.
- The person dealing with the complaint will attempt to reach a mutually satisfactory outcome and agree any changes that should be put in place to ensure that the situation does not occur again.
- If it is felt that there is a case to answer but that it is a minor issue and all parties are willing to accept the agreed outcome, the lead investigator will make it clear that there should be no repeat of the actions/behaviour which led to the complaint. No further action will be necessary.

## Formal procedure

However, if you wish to follow up a matter on a formal basis, you will be asked to provide as much information as possible, including dates and times of incidents, if you are able to do so.

Who will deal with my complaint?

- If your complaint involves another Member in your group, the Group Leader may be the best person to deal, supported by the Groups' Coordinator, if necessary.
- Issues involving Committee Members will be dealt with by another Committee Member.
- If your issue involves a potential breach of Worcester u3a's Code of Conduct, the informal investigation must be led by a Committee member.

If you would like to lodge a complaint, you can:

- Speak to your Group Leader. Alternatively, if you'd prefer, contact the Groups' Co-ordinator at [groupcoord@worcesteru3a.org](mailto:groupcoord@worcesteru3a.org)
- Contact a member of the Committee. Committee Member details can be found on the website, <https://worcester.u3asite.uk/>