

MANNINGHAM U3A INCORPORATED

GRIEVANCE POLICY

1. To achieve the mission of supporting life-long learning programs, Manningham U3A Incorporated is dedicated to defining and maintaining clear guidelines to cover all activities of the organisation. The Constitution and respective Policies of Manningham U3A Incorporated clearly set out guidelines, policies and procedures for member involvement and the Committee of Management ensures that these are understood, implemented and maintained at all levels of the organisation. Where, for whatever reason, disputes or misunderstandings occur or arise which cannot be resolved within the membership guidelines and policies, members have recourse to inform the Committee of Management of Manningham U3A Incorporated that a dispute has arisen and seek to resolve or rectify the situation through the Committee of Management. .

Purpose

2. The purpose of this policy is to set out that, wherever a grievance exists within Manningham U3A Incorporated and for whatever reason, the following will apply to resolve the grievance.

Where a grievance raised by a member cannot be resolved within the Association, the Manningham U3A Incorporated's Constitution sets out criteria for disciplinary actions and/or external resolutions that may be available to all parties to the dispute.

Policy

3. A grievance can exist within Manningham U3A Incorporated between -
 - 3.1 A member and another member
 - 3.2 A member and the Committee
 - 3.3 A member and Manningham U3A Incorporated
4. Possible cause may be, but not confined to –
 - 4.1 Breach of Code of Conduct
 - 4.2 Breach of Privacy
 - 4.3 Bullying
 - 4.4 Discrimination
 - 4.5 Enrolment
 - 4.6 Sexual harassment
5. A member must not initiate a grievance procedure in relation to a matter that is the subject of a disciplinary procedure as set out in the Constitution until the disciplinary procedure has been completed.

6. All parties must attempt to resolve the dispute.
 - 6.1 The parties to a dispute must work to resolve the dispute between themselves within 14 days of the dispute coming to the attention of each party.
7. If a dispute is not resolved within the 14 days, the dispute must be referred in writing to Manningham U3A Incorporated's Secretary who will promptly take steps to notify the President or an appointed delegate.
8. If the parties to a dispute are unable to resolve the dispute between themselves and the President or appointed delegate within a further 14 days, the parties must then within the next 10 days –
 - 8.1 notify the President in writing of the dispute or Manningham U3A Incorporated's Equal Opportunity Officer; and
 - 8.2 agree to, or request, the appointment of a mediator; and
 - 8.3 attempt in good faith to settle the dispute by mediation.
9. The mediator must be –
 - 9.1 a person chosen by agreement between the parties; or –
 - 9.2 in the absence of an agreement –
 - 9.2.1 if the dispute is between a member and another member, a person appointed by the Committee; or
 - 9.2.2 if the dispute is between a member and the Committee or Manningham U3A Incorporated, a person appointed or employed by the Dispute Settlement Centre of Victoria.
10. A mediator appointed by the Committee of Management may be a member or former member of Manningham U3A Incorporated but in any case must not be a person who -
 - 10.1 has a personal interest in the dispute; or
 - 10.2 may be seen by either party as being biased in favour of or against any party.
11. The mediator to the dispute, in conducting the mediation, must –
 - 11.1 give each party every opportunity to be heard; and
 - 11.2 allow due consideration by all parties of any written statement submitted by any party; and
 - 11.3 ensure that natural justice is accorded to the parties throughout the mediation process.
12. The mediator must not determine the dispute.
13. Failure to resolve dispute by mediation.

If the mediation process does not resolve the dispute, the parties may seek to resolve the dispute in accordance with the Associations Incorporation Reform Act 2012 or otherwise at law.

Procedures

14. Any queries that arise involving a member of Manningham U3A Incorporated regarding a potential or perceived grievance should be referred to Manningham U3A Incorporated's Secretary.
15. Where the member believes they have been subject to adverse treatment or conduct that is a breach of the Constitution or one or several of the Policies of Manningham U3A Incorporated, the member is required to advise the Secretary in writing.

16. The Secretary will inform the President or an appointed delegate promptly who will take the appropriate action to investigate and resolve the matters as raised.

Responsibilities

17. Manningham U3A Incorporated's Committee of Management is responsible for:
 - 17.1 developing, adopting, implementing, publishing and reviewing this Grievance Policy
 - 17.2 investigating and resolving any complaint made concerning a breach of this Grievance Policy.
18. Manningham U3A Incorporated's Secretary is responsible for:
 - 18.1 receiving and responding to enquiries concerning this Grievance Policy
 - 18.2 receiving complaints about an alleged breach of the Grievance Policy and to promptly bring the matter to the attention of the President.

Authorisation

19. This policy was adopted by the Committee of Management of Manningham U3A Incorporated, and minuted as such, on 16 November 2015.

Related Manningham U3A Incorporated Policies:

- * Anti-Discrimination Policy
- * Bullying Policy
- * Code of Conduct Policy
- * Sexual Harassment Policy