

Grievance Procedure

To be read in conjunction with the Constitution (2016), revised Application for Membership/Enrolment (Term 3 2019 and following), Our Code of Conduct (draft 2019), Expectations of Course Leaders/Presenters (draft 2019) and Grievance Procedure flow chart (p.2).

The Management Committee of an association is responsible for the administration of the association, including handling internal disputes between members (in their capacity as members), as well as disputes between members and the association.

‘Procedural Fairness’ needs to be maintained for all parties especially in terms of maintaining a reasonable time frame, giving parties adequate notice, responding to parties involved, providing opportunities for parties to put their case and avoiding bias.

In the first instance the aggrieved party must address the matter causing the grievance directly to the person causing the grievance. This may be done with a support person. This is best done when an issue causing concern or potential grievance is first identified. If this is resolved satisfactorily that is an end to the matter.

If this does not work satisfactorily, that is, in resolving the matter, then the grievance must be referred in writing to the Secretary, Manning Valley U3A Inc. The matter will be noted and discussed at a Management Committee meeting and may be passed on to a Grievance sub-committee.

This sub-committee will consist of at least three members one of whom will be from the

Management Committee. The Management Committee member will act as the chairperson. If there is a conflict of interest, then another Management Committee member must be selected. Members appointed must be independent of the members involved with the grievance.

When a grievance is received and through the entire process details of the grievance must remain with the Grievance sub-committee. No information is to be passed on to a third party, except the Management Committee, without permission. Respect for the privacy of the participants and the confidentiality of the process is essential.

The Grievance sub-committee will meet as soon as possible but no later than fourteen days after the receipt of the grievance in writing to the Secretary.

The Grievance sub-committee will gather relevant information together and speak with both parties about the issues raised.

It will attempt to bring the parties together to resolve the grievance. If this is resolved satisfactorily that is an end to the matter.

When a dispute is not resolved by the Management Committee in thirty days the matter will be referred to a CJC.

A dispute between a member and another member (in their capacity as members) of the association, or a dispute between a member or members and the association, are to be referred to a Community Justice Centre for mediation under the *Community Justice Centres Act 1983*.
<http://www.cjc.justice.nsw.gov.au/>

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Grievance Procedure flow chart

1. The individual approaches the person with whom they have a grievance. If this is resolved, then the matter is finalised



2. If the matter is not finalised, then the grievance is presented to the Secretary in writing. The grievance is discussed by the Management Committee and may be delegated to a Grievance sub-committee



3. Grievance sub-committee may be convened to formulate strategy to resolve this



4. Resolution attempted



5. Success: resolution achieved



Failure: resolution not achieved



Referred to a Community Justice Centre for resolution in accordance with the Community Justice Centre Act 198



Resolution achieved?

Authorised by the Management Committee
21.6.2019