

BALLYMONEY u3a COMPLAINTS POLICY

This policy sets out how any complaints raised by members about Ballymoney u3a activities or organization will be handled. It also provides guidance to Activity Leaders/Administrators on how to proceed if complaints or concerns arise within their Activity Group. The same process will be used for any external complaints.

The policy is based on the principle that a speedy resolution should be found which treats all members impartially and with respect. Confidentiality will be maintained. When necessary effective corrective action to prevent recurrence will be sought.

INFORMAL STAGE

In the first instance, members should try to resolve any complaints on an informal basis by discussion with the Group Leader or any Committee Member. Where the complaint cannot be resolved on an informal basis, then a more formal procedure will be applied in up to three stages -

FORMAL STAGES

STAGE 1

- The member must put their concern in writing to the relevant Activity Leader. If the complaint is about the Activity Group Leader or is not about a specific activity, the complaint should be put in writing to a Committee Member.
- The person receiving the complaint will inform the Chairperson that a complaint has been received and a Committee Member [not the Chairperson or Vice-Chairperson] will be appointed to investigate. They will be assisted by the relevant Group Leader or another Committee Member as appropriate.
- On completion of the investigation, the complainant will be informed in writing of the decision in respect of the complaint and what action is to be taken if the complaint has been upheld.

STAGE 2

- If the member is not satisfied with the outcome after Stage 1, they must inform the Chairperson in writing within one week, including the grounds why they are still dissatisfied.
- The Chairperson will then arrange a meeting as soon as reasonably practicable at which the complainant can state his/her case to the Chairperson or Vice-Chairperson, who will be accompanied by another Committee Member [who was not involved previously]. The complainant may be accompanied by another member if they so wish.
- The Chairperson or Vice-Chairperson will conduct any further enquiries deemed necessary and then inform the complainant in writing of the final decision in respect of the complaint and what action is to be taken, if the complaint has been upheld.

STAGE 3

- If still unresolved after Stage 2, but only in exceptional circumstances (such as serious allegations about misconduct) the complaint may then be put in writing, within one month of the complainant receiving the Stage 2 finding, to the Regional Committee for Independent Investigation.

APPROVED BY: BALLYMONEY u3a COMMITTEE, ON BEHALF OF BALLYMONEY u3a.

DATE REVISED/UPDATED: 28 09 2021

SIGNED: CHAIRMAN: John W D Pinkerton

NB: Signed copy held on file.