



THE UNIVERSITY OF THE THIRD AGE
HERVEY BAY INC.

Policy - Code of Conduct

Introduction

1. The ethical climate of an organisation is an essential element in establishing its credibility and furthering its mission. The U3A movement in Queensland is dedicated to providing a competent and ethical service to Third Age members of the community and undertakes to provide its members with a trustworthy, fair, honest environment based upon equal opportunity to participate in U3A programs and activities. This Code of Conduct is designed to meet the legal requirements of both State and Federal governments with regard to 'Duty of Care'.

Purpose

2. The purpose of this policy is to document U3A Hervey Bay's Code of Conduct for members and the processes that will be followed where a breach of the Code of Conduct is reported.

Policy

3. U3A Hervey Bay commits itself to operating in accordance with this Code of Conduct for the benefit and protection of the organisation and of members' personal rights.
4. Every member of U3A Hervey Bay has the right to:
 - feel safe and respected
 - a supportive and positive learning environment
 - participate in learning, social and recreational opportunities
 - receive services fully compliant with U3A norms
 - make a complaint and receive prompt and fair resolution thereof
 - have access to guidelines, policies and procedures adopted by U3A Hervey Bay.

Every member of U3A Hervey Bay has the responsibility to:

- respect the beliefs, needs and background of others
 - act and speak respectfully
 - understand and follow the organisation's guidelines, policies and procedures
 - carry out all activities in an appropriate manner
 - work cooperatively for the benefit of all members
 - maintain positive relationships
 - care for the property and possessions of the organisation and members
 - help create an inclusive environment
 - report actual or potentially unsafe situations or conduct
 - wear a name badge to assist in the governance of the organisation
5. The principles set out in this Code of Conduct are intended to apply to any U3A-related context including classes, activities, auspiced social functions, meetings, conferences and holiday trips.
 6. The principles set out in this Code of Conduct apply equally to all members and volunteers/employees.
 7. A breach of this Code of Conduct will result in disciplinary action.

Procedures

8. Where a person believes they have been subject to treatment or conduct that is in breach of this Code of Conduct he/she may lodge a complaint with U3A Hervey Bay's President or Secretary. The Secretary will inform the President immediately.
9. Any complaint of a breach of this Code of Conduct will be handled in accordance with U3A Hervey Bay's *Grievance Policy*.
10. Any queries about this Code of Conduct should be referred to U3A Hervey Bay's President or Secretary.

Responsibilities

11. U3A Hervey Bay's Committee is responsible for:
 - developing, adopting, implementing, publishing and reviewing this Code of Conduct
 - investigating and resolving any complaint made about a breach of this Code of Conduct.
12. U3A Hervey Bay's President or Secretary is responsible for
 - receiving and responding to enquiries about this Code of Conduct
 - receiving complaints about an alleged breach of this Code of Conduct and for bringing the matter before the Committee promptly.

Related Policy

Grievance Policy & Procedure

Ratified on the 16th September 2016 at Monthly Meeting.



THE UNIVERSITY OF THE THIRD AGE

HERVEY BAY INC.

GRIEVANCE POLICY & PROCEDURE

Preamble

This policy statement is underpinned by the U3A Hervey Bay Inc. Code of Conduct which applies to all members and Tutors (member or non-members). The Grievance Procedure outlined in this document seeks to provide a mechanism to deal with issues that may arise regarding the activities or operations of the organisation, internally and in relation to other bodies, especially those matters arising from non-observance of the Code of Conduct

1. Purpose

This document explains the Grievance procedure in the event of a dispute arising within U3A Hervey Bay Inc.

2. Scope

There is an expectation that parties should first seek to directly resolve any concerns or grievances between themselves in an amicable manner. If the issue is then not resolved, the parties may request a formal grievance process.

3. Policy

U3A Hervey Bay Inc. is committed to providing good relations based upon goodwill, consultation and discussion.

4. Procedure

4a. Any matters of grievance concerning the activities, tutors, volunteers or members (including the Committee) of U3A Hervey Bay Inc. should be addressed and resolved as soon as possible.

4b. If the grievance is of a criminal nature it will be forwarded immediately to the relevant authorities.

Formal Grievance Procedure

1. A formal written complaint should be made by a member or other party by letter or email, directed to the Secretary, Committee, U3A Hervey Bay Inc.
2. Should the Committee deem it necessary to resolve the matter, it will nominate two Committee Members to arrange meeting/s with the person(s) alleging the grievance and separately with the party/ies named in the grievance to ascertain facts/views, in an attempt to find common ground and a resolution.
3. If no resolution is reached, the matter will be referred to the Committee for a decision. Individual written grievance reports from the above meeting/s will be presented to the Management Committee.
4. The Committee's decision is final. Both parties to be advised in writing of the final outcome/s.
5. Failure of a Member or Non-member to comply with the Committee's decision may result in cancellation of membership and/or dismissal as a Tutor.
6. The Secretary will keep written records of all formal grievance processes. The record will include the details of all actions taken to resolve the grievance or concern, and the outcomes of these actions.
7. At all times matters relating to the complaint will be treated as confidential.

Ratified on the 16th September 2016 at Monthly Meeting.