



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

Grievance Procedure:

- Procedure for disputes under rules as per section 47A(1) of the Act
- Not applicable if the member's termination has an appeal process
- Aggrieved party initiates procedure by **written notice** to the other party and management committee if not the other party.
- Multiple members with the same dispute can choose one representative for a single process
- Parties must attempt to resolve the dispute in good faith

- If unresolved within 14 days, aggrieved party can ask the secretary to refer to mediation within 21 days
- Management committee must refer the dispute to mediation within 14 days of request

Grievance Procedure Exceptions:

Applies if the dispute involves the association or management committee, or if mediation is requested

1. Management committee may not act if:
 - Aggrieved party's recent behaviour justifies disciplinary action
 - A process for disciplinary action or membership termination was already initiated
 - Dispute relates to obligations under the Liquor Act 1992 or other State laws
 - Dispute is frivolous, vexatious, or lacking substance, or previously addressed

Appointment of Mediator:

Parties must choose a mediator, or one will be appointed if they cannot agree within 14 days

- Between members: appointed by management committee
 - Involving management committee/association: accredited mediator or appointed by dispute resolution director
2. Mediators can refuse appointment
 3. If mediation fails, parties can seek resolution as per the Act or law

Conduct of Mediation:

Mediator starts as soon as possible and aims to finish within 28 days

- Exception for dispute resolution centre director
2. Mediator must:
 - Hear all parties
 - Comply with natural justice
 - Not act as adjudicator or arbitrator
 - Meet parties together or separately
 3. Parties must cooperate with the mediator
 4. Mediation costs shared equally unless otherwise agreed
 5. If unresolved, parties may seek other legal resolutions

Representation:

Parties can appoint representatives

1. Written notice of representative to:
 - Other party
 - Management committee
 - Mediator (if appointed)
2. Representative must:
 - Be knowledgeable about the dispute
 - Have authority to negotiate

Electronic Communication:

Meetings or mediation sessions can be conducted electronically if agreed by parties and mediator.