

Garforth, Kippax and District U3A

Complaints and Disciplinary Policies

Policy statement

Garforth, Kippax and District U3A (hereafter 'GK&D U3A') hold individual policies to cover these situations, and we, the Committee, will adhere to the policies listed below, taken from Third Age Trust samples, to deal with any instances should, or as, they arise.

The differences between a complaint and disciplinary procedures:

Complaint procedure: this may include complaints from members about an issue that has arisen or complaints from an external organisation or individual. Depending on the nature and source of the complaint, the committee will make a decision as to how best to approach reaching a resolution.

Disciplinary procedure: this sets out how the U3A will approach problems related to a breach or suspected breach of the agreed codes of conduct by a member or trustee.

These policies are held in the GK&D U3A Dropbox storage file, please request a copy from a member of the committee or the policies listed are to be found under the following link on the National Third Age website at <https://www.u3a.org.uk/advice>

Scroll down to **u3a Policies and Procedures** to read and download the following:

U3A-UK-Complaints Procedure sample

U3A-UK-Disciplinary Procedure sample

In this way the members of GK&D U3A can be assured the Committee will be following the current practices as expected as members of the broader National Third Age Movement.

During the delayed review in February 2024, this policy was amended to remove reference to any previous Grievance policy, as this is no longer required under TAT advice.

Policy adopted: March 2021

Policy amended: April 2022

Policy amended: **February 2024**

Policy review date: April 2022

Policy review date: April 2023

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