

# Cardiff U3A

## Policy relating to Complaints and Disciplinary Matters

In any organisation, problems and complaints will occur from time to time. It is important that Members and external bodies know where to turn for help, advice and support, so that whatever the issue, it can be dealt with quickly, objectively and appropriately.

The most important reference point for all matters of potential dispute is the Cardiff U3A Member Code of Conduct. This has been updated for Members to see as at July 2020 and will be used by Executive Committee Members (Trustees) in their consideration of any matters being pursued under this overall Policy.

This Policy sets out the specific standards by which Cardiff U3A will deal with all complaints and disciplinary matters, to ensure that they are dealt with as set out below. All parties are encouraged to take a problem-solving approach to achieve resolution.

### **Standards**

In dealing with complaints and disciplinary matters, Cardiff U3A will ensure the following:-

- Attempts will be made to de-escalate the situation and try to settle the issue without having to resort to formal action.
- All complaints and disciplinary matters, including the appeals procedure, will be dealt with internally in a timely manner and fairly. Full details of the Procedures for this are set out in the separate documents noted below.
- For serious issues, Cardiff U3A may contact the Third Age Trust for support. This may include liaising with the Regional Trustee and/or Trust volunteers supporting the U3A, to deal with the issue. In such cases, Members involved in procedures will be informed of the involvement of the Trust.
- All situations will be dealt with discreetly and by showing respect to the parties and views involved.
- Cardiff U3A's Equality, Diversity and Inclusion Policy will be observed at all times.
- All communication will be based on fact and evidence provided and all action taken will be documented.

### **Confidentiality**

Confidentiality will be maintained at all times regarding conversations, meetings, information, documents which relate to the above. Information will be shared only with those who have a genuine need to receive it. This may include Third Age Trust staff, Trust volunteer/s and the Regional Trustee. Sharing information with the Trust will not constitute a breach of confidentiality due to Cardiff U3A's affiliation to the Trust.

### **Process**

In the first instance, all potential complaints and/or disciplinary matters should be communicated to the Chair of Cardiff U3A ([chair@cardiffu3a.org.uk](mailto:chair@cardiffu3a.org.uk)) The Chair will respond within 7 days, enclosing a copy of this Policy and the Complaints or Disciplinary Procedure.

July 2020

Review July 2023