

GUIDELINE: MAKING A COMPLAINT

What is a complaint?

A complaint can be of two kinds:

1. A problem with the **service being provided**, such as inadequate heating in a room, faulty equipment, the rescheduling of a class, or a long wait list; or
2. A problem or grievance about the **behaviour of a person** towards another person or group of persons.

1. Service-related complaints:

U3A Croydon values feedback from our members, so if you have a complaint about our services or facilities, we encourage you to let us know by:

- Reporting the matter to your tutor; or
- Reporting the matter to the office day manager; or
- Reporting the matter to the course coordinator.

A 'Complaint Form' will be completed and action taken to remedy the problem, where possible. If the complaint is considered a risk management issue, additional action will be taken to reduce risk.

For further information about service-related complaints, see:

- Croydon U3A's Risk Management Policy
- Croydon U3A'S Workplace Health and Safety Policy

2. Behaviour-related complaints:

Behaviour-related complaints include but are not limited to:

- Bullying
- Sexual Harassment
- Discrimination
- Conflict of interest

What you should do if you have a behaviour-related complaint:

- Notify the Secretary, who will forward your complaint to the President for further action.

What happens after you have lodged a complaint?

- The President will appoint someone to investigate the complaint and explain the process for resolving the issue with you.
- The person investigating your complaint will discuss the matter with the accused person, outline the complaint against them and obtain their response.

You will be given the option of:

- lodging the Complaint and letting a U3A Croydon officer assess the complaint, or
 - proceeding with a negotiation process, or
 - going immediately to a formal grievance procedure.
- You will not be treated unfairly as a result of lodging a complaint.

For more information you can review:

- U3A Croydon's Code of Conduct Policy
- U3A Croydon's Conflict of Interest Policy
- U3A Croydon's Conflict Resolution Policy
- U3A Croydon's Guideline: What is Bullying?
- U3A Croydon's Guideline: What is a Conflict of Interest?
- U3A Croydon's Guideline: What is Discrimination?
- U3A Croydon's Guideline: What is Sexual Harassment?

You can download a copy of these policies and guidelines from our website or view a copy in the office.