

Complaint Handling Policy November 2018

Goals of the policy

We value feedback and complaints as they assist the Management Committee to improve the efficient operation of our U3A.

We recognise that our activities are delivered to members in all cases by volunteers giving freely both of their skills and time for members'-benefit.

This policy has been designed to assist both members and volunteers. U3A Southern Highlands is committed to being open to feedback and to consistent, fair and confidential complaint handling in a mutually respectful and timely way. We aim to make it easy for people to make a complaint if they are dissatisfied and we will treat all complainants equally.

Our Complaint Handling Policy and Procedure will be displayed on our website for access by members.

Definition of a complaint

Complaints are defined as any expression, made in writing, of dissatisfaction or grievance made to the Management Committee by a member or Course leader in relation to our activities.

Recording complaints

Any Feedback about specific courses is to be directed to the Course Co-ordination team.

All written complaints (including emails) must be raised with a Management Committee member only. Written complaints should either be forwarded to a member of the Management Committee by email or to our post office box.

If the individual Committee member is unable to resolve a matter referred to them, it will be recorded and submitted to the Committee for consideration.

When taking a complaint, the name and contact details of the complainant, as well as full details of the complaint including the date, and if appropriate course and course leader, will be recorded and then located in the Complaints Folder held by the Secretary. Details of all communication with the complainant and any actions to resolve the complaint will be recorded in the same place.

Complainants' personal details or details of their complaint will not be divulged to third parties unless we have their written consent.

Progress and Closure

Written complaints will be acknowledged.

Complainants will be kept informed of the progress of their complaint including its final resolution. We will endeavour to resolve all complaints as promptly as possible. Complainants will be informed of any changes to our procedures arising from the resolution of their complaint.

Review of complaint handling policy and procedures

U3A Southern Highlands is committed to continuous improvement and this policy will be reviewed regularly for effectiveness and updated.

From time to time, recorded complaints will also be monitored by the Executive Committee for any trends and efforts will be made to resolve any systemic issues.

RECORD OF COMPLAINT- CONFIDENTIAL

Name of person recording the complaint		Date Complaint Received / /
Complainant's Name		
Role	<ul style="list-style-type: none"> • Member • Course Leader • Course Assistant • Other Specify 	
Detail of the Complaint		
Outline of Resolution methods /procedures followed		
Resolution		
If escalated to Management Committee Action Recommended - Decision –		
Resolution Communicated to Complainant Date Any Other Action Taken		
Completed by Name Position Signature Date		

This record and any notes must remain Confidential and located in the Complaints Folder held by the Secretary.