

## **U3A ROCKHAMPTON AND DISTRICT INC.**

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### **CODE OF CONDUCT**

**Every group, business and organisation depends on good relationships. Here are some measures to make sure ours stay strong and healthy. Every member needs to read this.**

Like all U3A's, U3A Rockhampton is built around interactions between people. All of us have roles here: as students/participants, tutors and group leaders, committee and working group members. We also have important relationships with outside people. It's the communication and cooperation between all these parties that makes U3A Rockhampton run so well. We need to keep it that way.

Your management committee has developed the following Code of Conduct to make sure that all of us, in whatever role we are acting, are aware of our responsibilities to each other and to this association. Guidelines are also provided for making and dealing with complaints or grievances if they arise.

#### **Code of Conduct**

As a self-funded, member-based association, U3A Rockhampton expects that all members, tutors and other volunteers will behave in a courteous and civilised manner in all dealings relevant to U3A Rockhampton. As a member of U3A Rockhampton, you therefore agree to abide by this Code of Conduct by:

1. Participating in U3A Rockhampton activities in a friendly and positive way at all times
2. Being honest and ethical in all dealings with U3A Rockhampton, its members and other related organisations
3. Showing respect, courtesy and consideration to everyone you deal with in U3A Rockhampton, related organisations and the general public in relation to U3A activities
4. Being punctual and reliable in attending U3A Rockhampton events or other commitments; and forewarning of unavoidable absences, withdrawals from events, or volunteer commitments

5. Observing strict confidentiality regarding organisational and members' personal information to which you may have access; never disclosing contact details of any U3A Rockhampton member or tutor to anyone without their permission
6. Avoiding all forms of discriminatory behaviour in regard to nationality, ethnicity, gender, sexuality, culture, religion, age and mental or physical disability
7. Not engaging in behaviour that is inappropriate, disruptive or intimidating, such as would breach the rights of other persons to participate in an event or to carry out their designated role
8. Preserving the well being and safety of members and the association by:
  - a. Participating safely in each activity, and abiding by any reasonable directive or prerequisite specified by the event organiser for that participation
  - b. Refraining from activities or comments that promote a personal business/cause or that would place others in a vulnerable situation either financially, physically or psychologically
  - c. Not causing any wilful damage to U3A Rockhampton's premises, materials, facilities, equipment, or those of other venues
9. Promoting U3A Rockhampton in a positive way, refraining from harming the association's reputation or relationships by inappropriate comment or action
10. Abiding by this and all other U3A Rockhampton policies and procedures
11. Following the U3A Rockhampton Grievance Policy & Procedure (see next) if dissatisfied, and abiding by decisions thus made.

## **GRIEVANCE POLICY & PROCEDURE**

### ***Preamble***

This policy statement is underpinned by the preceding U3A Rockhampton Code of Conduct which applies to all 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 association, internally and in relation to other bodies, especially those matters arising from non-observance of the Code of Conduct.

### ***Complaints and grievance issues***

Issues that may arise could involve:

1. Room bookings, room and equipment usage
2. Issues between a tutor and a class member
3. Volunteer and operational matters

4. Enrolments and event bookings
5. Matters related to the organisation of and participation in events
6. Any other dissatisfaction a member may have about their dealings with U3A Rockhampton.

### ***Policy Statement***

1. This grievance procedure aims to achieve conciliation and the resolution of complaints quickly, with fairness, care and understanding. Confidentiality of all parties will be preserved; only those people with a specific role in this procedure will be involved.
2. There is an expectation that parties should first seek to directly resolve any concerns or grievances between themselves, and in consultation with the president. If the issue is then not resolved, the parties may request a formal grievance process.
3. Any matters of grievance concerning the activities, tutors, volunteers or members (including the management committee) of U3A Rockhampton should be addressed within ten working days.

### ***Formal Grievance Procedure***

1. A formal written complaint should be made by a member or other party by letter or email, directed to the Secretary, Management Committee, U3A Rockhampton.
2. The secretary may nominate a member of U3A Rockhampton to be the grievance officer.
3. A meeting will be organised between the grievance officer and the person(s) alleging the grievance to ascertain facts/views, in an attempt to find common ground and a resolution.
4. If no resolution is reached, the grievance officer may refer to the management committee for a decision. The committee's decision is final.
5. Individual written grievance reports from the above meeting will be presented to the management committee and treated as confidential.
6. If the grievance is of a criminal nature, it will be forwarded immediately to the relevant authorities.
7. The secretary will keep written records of all formal grievance processes. The record will include the details of all actions taken to resolve the grievance or concern, and the outcomes of these actions.