

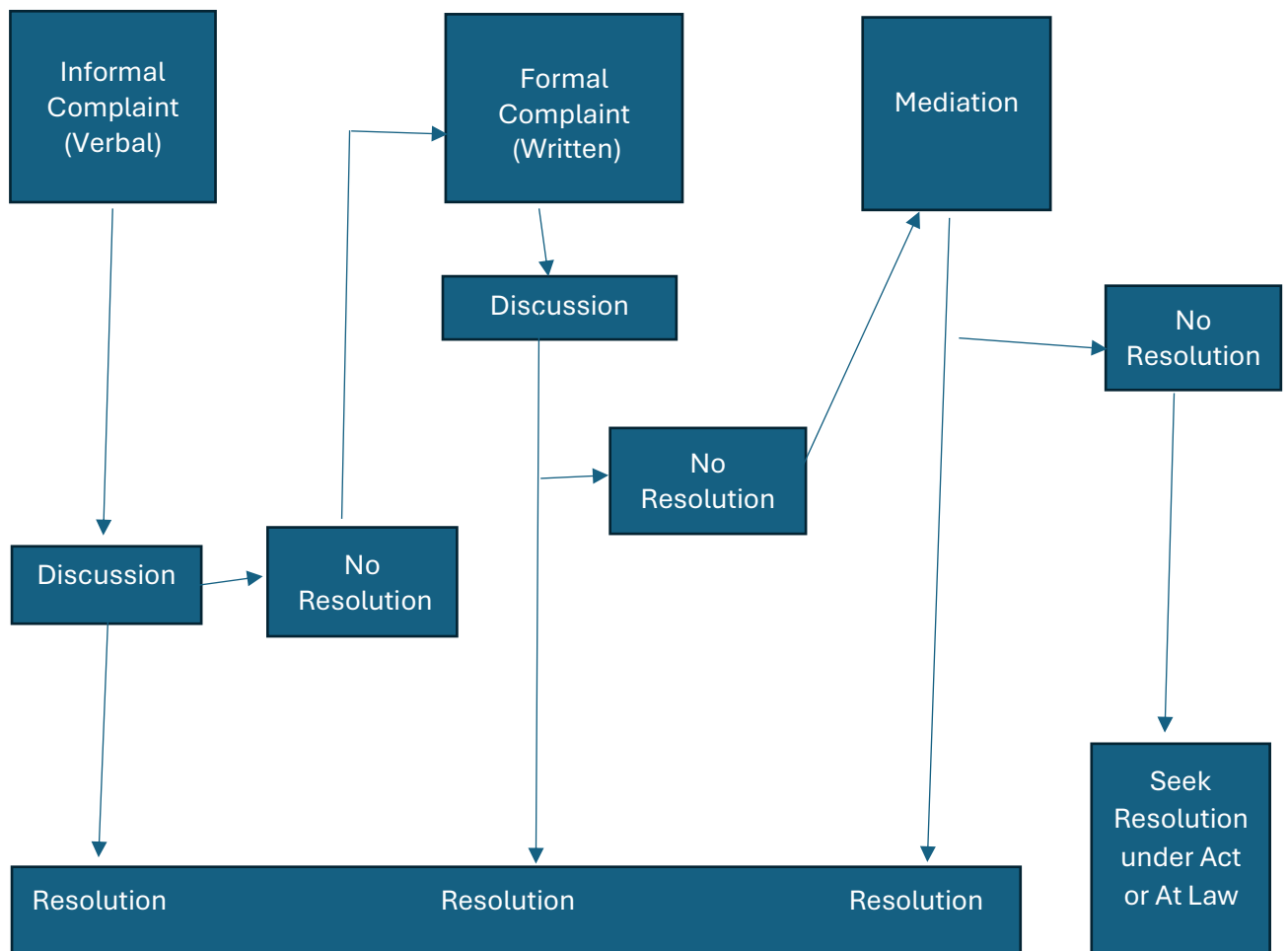
GUIDELINES FOR HANDLING GRIEVANCES
U3A REDLANDS DISTRICT INC.

Constitutional Provisions

From 1 July 2024, the Office of Fair Trading introduced Model Rules under the Associations Incorporation Act for grievance handling which have been incorporated into the U3A Redlands District Inc Constitution as Clauses 12A to 12F.

These Guidelines aim to guide the resolution of disputes between members, the Management Committee or U3A Redlands. They are to be read in conjunction with the Constitution and the Associations Incorporation Act.

STEPS TO RESOLUTION OF GRIEVANCE



Grievance Handling Guidelines

The Management Committee has endorsed these Guidelines to provide a clear, impartial, and confidential process for resolving grievances. These procedures align with the Constitution (Clauses 12A to 12F) and the Associations Incorporation Act.

A. Preliminary Informal Process

- Before starting formal procedures, members are encouraged to report grievances informally to the U3AR Administration Officer or Secretary.
- If the issue can't be resolved informally or the aggrieved person prefers not to pursue informal resolution, they must submit a written grievance to the Secretary to begin the formal process.

B. Formal Grievance Process

1. Initiation of Grievance

- The aggrieved person must submit a written notice of the dispute to the Secretary.
- Both parties must attempt to resolve the issue in good faith.

2. Initial discussions

- A low-key discussion or negotiation should be the first step to resolve the matter.

3. Mediation Request

- If unresolved within 14 days, the aggrieved person can request mediation in writing within a further 21 Days.
- The Management Committee must refer the matter to mediation within 14 days unless specific circumstances apply. [see Clause 12B(2) of Constitution].

4. Mediation Process

- The mediator should be mutually agreed upon by the parties. If disagreement occurs:
 - For a dispute between members, a Complaints Officer appointed by the Committee will mediate.
 - For disputes between a member and the Committee or U3AR, a mediator according to Clause 12C 1.(b)(ii) of Constitution will be appointed.

5. Mediation Conduct

- The mediator will guide the process, aiming for a resolution. Both parties must cooperate to ensure the process is completed within the timelines.

6. Cost Sharing

- Any mediation costs are shared equally unless otherwise agreed.

7. Representation

- A party may appoint a representative by giving written notice to the other parties.

8. Electronic Meetings

- Mediation can be conducted electronically if all parties agree.

9. External Resolution

- If the dispute remains unresolved after mediation, it may only be resolved through the Associations Incorporation Act or legal channels.

Mediation Process

Mediation is a process where an impartial mediator helps parties involved in a dispute discuss issues and work toward a mutual solution. The mediator does not decide the outcome but ensures the process is fair.

Mediator's Role:

- Ensure each party has the opportunity to present their side.
- Comply with natural justice.
- Does not act as an adjudicator or arbitrator.
- May meet parties together or separately.

Mediation Steps:

1. **Start & Timeline:** The mediator must begin the process promptly and aim to finish within 28 days. However, this does not apply if the mediator is a person appointed under Clause 12C 1.(b)(ii) of Constitution.
2. **Informal Discussion & Formal Review:** The mediator may first arrange informal discussions. If unresolved, a formal review with interviews and evidence gathering will follow.
3. **Documentation:** A written brief will be prepared, summarizing the complaint and the results of interviews or evidence collection. This will be shared with the parties for their responses.
4. **Access to information:** All parties will receive copies of relevant documents and statements.
5. **Dispute documentation:** Any disputes about the information will be recorded by the mediator.
6. **Report to Management Committee:** The mediator will provide a report to the Management Committee, including all documentation and statements.
7. **Further Legal Action:** If the dispute is unresolved, parties may seek resolution through the Associations Incorporation Act or legal channels.

Authorisation and Review

Approved By: U3AR Management Committee on 11/06/2025
 Review Date: 01/07/2026
 Related Documents: Associations Incorporation Act
 Constitution - Clauses 12A to 12F
 Code of Conduct