

## **Dispute Resolution Policy**

### Introduction

Stourbridge u3a Code of Conduct states that sexist, racist, homophobic, transphobic or otherwise offensive and inflammatory remarks and behaviour are not acceptable. We have a zero tolerance of any form of harassment.

Unfortunately, there are times when personalities clash or plans go awry.

When a problem occurs it is expected that any action will follow the Complaints, Grievance or Disciplinary procedures as detailed in the relevant documentation.

The Complaints Procedure may include complaints from members about an issue that has arisen between members. The complaint may be from an external organisation or individual. Depending upon the nature and source of the complaint, the committee will decide how best to reach a resolution.

The Disciplinary Procedure sets out how the U3A will approach problems related to a breach or suspected breach of the agreed code of conduct by a member or Trustee.

The Grievance Procedure should be activated when there is a breach, or suspected breach, of the code of conduct by a U3A member or Trustee.

The first course of action is to try and resolve the problem informally at a low level. A third person, usually a member of the committee, should ideally mediate.

If this is unsuccessful then formal procedures should be followed.

All communications should be recorded and dated. Confidentiality must always be exercised.

Those involved in the dispute have the right to be heard and be represented by a friend if they wish.

Stourbridge U3A reserves the right to expel any member who contravenes the Constitution or who brings the U3A movement into disrepute.

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