

COMPLAINTS POLICY

Ferndown and District U3A is committed to providing the best possible service for its members and values feedback regarding its offerings, whether positive or negative.

Compliments – All compliments will be acknowledged and will be passed to members involved.

Complaints - The complaints procedure is intended to provide a fair structure for making and dealing with complaints.

Ferndown and District U3A believe:

- People making complaints have the right to be treated equally and not suffer discrimination.
- People making a complaint are entitled to seek external assistance to advocate on their behalf.
- Complaints are to be treated with an open mind and will be investigated without prejudice.
- Complaints are to be treated seriously and dealt with in good time.
- People making complaints have the right to confidentiality. If requested, names will not be disclosed in investigating complaints. Anonymous complaints will not be investigated.
- Abusive and offensive comments are not defined as complaints and will not be accepted as complaints.

In the first instance

1. The complainant should speak to the person causing the distress to see if the matter can be resolved informally. If this fails or the person feels unable to take this action, then
2. Raise the matter with the group leader who may deal informally with the matter
3. Refer the matter to the Group Co-ordinator to resolve the matter

If the complainant feels that the matter has not been dealt with satisfactorily then the concerns they have may be raised with the Committee of the Ferndown and District U3A. The complaint must be submitted in writing to the Chairman of the Committee on the Form attached to this policy. A subcommittee will be appointed to consider the complaint. If your complaint is regarding the Chairman, this may be dealt with by the Vice Chair.

The written submission should provide information about the nature of the complaint, and also the positive outcome you would wish to be achieved by bringing the complaint. This does not create an obligation on Ferndown and District U3A to resolve the outcome in this way.

The Member has the right to attend a meeting to qualify the complaint and if unhappy with the initial decision, may appeal to the Chairman for a hearing by the full Committee whose decision shall be final.



Leaders have the right to ask any Member to leave their Group if they are deemed to have behaved in a disruptive or disrespectful manner.

The Committee also has the power to exclude a member from a Group or terminate Membership where any Member has acted in a way which is prejudicial to the U3A or brings it into disrepute.

Ferndown U3A

Member Name.....

Date.....

Brief Details of Complaint