

Issue Resolution Procedure

Step-by-Step Guide for Members, Tutors, and Volunteers

Overview All members, tutors, and volunteers at Glen Eira U3A are expected to follow the Code of Conduct. If an issue or disagreement arises, the following steps should be taken to resolve it.

Step 1: Discuss the Issue or Disagreement

1) Direct Discussion:

- We encourage members firstly to try to resolve the issue directly with the person/s involved.
- The member with the issue is advised to communicate directly with the person/s to settle the matter through discussion.

2) Formal Notification:

- If the issue remains unresolved, then the member with the issue can complete a 'Notification of Issue Form'.
- Forms are available at the Glen Eira U3A Office or in electronic form on the Glen Eira U3A website (see attached "Confidential: Notification of Issue Form")
- Submit the completed and signed form in a sealed envelope addressed, 'Confidential, Attention of the Glen Eira U3A Health, Safety and Wellbeing Team'.
- A Health, Safety, and Wellbeing Team member will contact the reporting member to discuss the issue and outline the management process.

Step 2: Handling Serious Breaches of the Code of Conduct

1) Process:

If a serious breach is suspected, the Health, Safety, and Wellbeing Team, together with the Committee, will handle matters in accordance with Division 3 – Grievance Procedure specified in the Glen Eira U3A Rules of Association.

- The process to be followed is one of mediation between the members involved in the dispute.
- Each party involved will have the chance to explain their perspective. They have the option to have a support person to attend meetings with them. The support person is unable to provide input in the process.

2) Outcome:

- In the rare instance that a solution is not reached, items 26 to 28 of the Glen Eira Inc Rules of Association will be followed.

Related Policies

- Code of Conduct, Anti-Discrimination and EEO Policy, Class Operations and Attendance Policy, Bullying Policy, Sexual Harassment Policy.

Version	Date	Changes
V1.0	03 April 2025	Endorsed by Glen Eira U3A Management Committee

CONFIDENTIAL: NOTIFICATION OF ISSUE FORM**MEMBER REPORTING THE ISSUE**

Name	Member Number

MEMBER WHO IS THE SUBJECT OF THE ISSUE

Name	Member Number (HS&W Team to fill in)

SUMMARY OF ISSUE

Summary of your issue with specific details (date, time, place and activity)

POTENTIAL RESOLUTION

Ideas that might be helpful in addressing your issue

MEMBER SIGNATURE: _____ DATE SUBMITTED: _____

SUBMIT THE COMPLETED FORM IN A SEALED ENVELOPE, MARKED CONFIDENTIAL AND ADDRESSED TO THE SECRETARY, GLEN EIRA U3A