



University of the Third Age Brisbane 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 U3As, U3A Brisbane is built around interactions between people. All of us have roles here: as students/participants, tutors and group leaders, administrative coordinators and helpers, office staffers, committee and working group members. We also have important relationships with outside people, particularly the staff of the venues where classes are held. It's the communication and cooperation between all these parties that makes U3A Brisbane run so well. We need to keep it that way.

With thanks to U3A Victoria for permission to use their Code of Conduct and Grievance Policy as a basis, your 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 organisation. Also provided are guidelines for making and dealing with complaints or grievances, should they arise.

Code of Conduct

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

1. Participating in U3A Brisbane activities in a friendly and positive way at all times.
2. Being honest and ethical in all dealings with U3A Brisbane, its members and other related organisations.
3. Showing respect, courtesy and consideration to everyone you deal with in U3A Brisbane, related organisations and the general public in relation to U3A activities.
4. Being punctual and reliable in attending U3A Brisbane classes/events/office rosters or other commitments; and forewarning of unavoidable absences, withdrawals from classes, 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 Brisbane 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 a class/event or to carry out their designated role.
8. Preserving the well being and safety of members and the organisation by:
 - a. Participating safely in each class or activity, and abiding by any reasonable directive or prerequisite specified by the tutor or 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 Brisbane premises, materials, facilities, equipment, or those of other venues.

9. Promoting U3A Brisbane in a positive way, refraining from harming the organisation's reputation or relationships by inappropriate comment or action.
10. Abiding by this and all other U3A Brisbane policies and procedures.
11. Following the U3A Brisbane Grievance Policy & Procedure (see next) if dissatisfied, and abiding by decisions thus made.

Complaints and grievance issues

Issues that may arise could involve:

1. Room bookings, room and equipment usage.
2. Issues between a tutor and class member.
3. Office volunteer and operational matters.
4. Course enrolments and event bookings.
5. Matters related to organisation of and participation in events.
6. Any other dissatisfaction a member may have about their dealings with U3A Brisbane.

Grievance Policy & Procedure

Preamble

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

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 either the relevant District Convenor or at 97 Creek Street, with the Tutor Liaison Officer, if it is a class matter; if it is an issue within the Office, then consultation should be with the Office Manager. 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 Committee of Management) of U3A Brisbane 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 Brisbane.
2. The Secretary may nominate a member of U3A Brisbane 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 Committee of Management 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.