



# U3A SUNSHINE COAST INC.- Policies and Procedures

## CODE OF CONDUCT

### Including Grievance Policy and Procedure

#### Policy Aim

This Code of Conduct has been compiled to establish acceptable ethical and legally compliant standards of conduct for all members, employees and non-member Tutors of U3A Sunshine Coast Inc. when involved in U3A activities. The intention of the Code is to provide guidelines to allow efficient, lawful and harmonious interaction outcomes.

#### Scope

U3A Sunshine Coast expects that all members, employees, and also non-member tutors, behave in a courteous and civilized manner when involved in all U3A activities. When participating in any and all U3A activities you agree to abide by this Code of conduct by:

1. Participating in U3A Sunshine Coast in a friendly and positive way at all times.
2. Behaving honestly and with integrity in all U3A Sunshine Coast matters, between members, employees, with other organizations and with the general public.
3. Treating everyone with respect and courtesy and without harassment, bullying or intimidation in all dealings. With respect to correspondence, the detail outlined in the U3A Sunshine Coast Unpleasant Communications Policy, shall be observed.
4. Observing strict confidentiality regarding members' and employee's personal information consistent with the detail set out in the U3A Sunshine Coast Privacy Policy.
5. Avoiding all forms of discriminatory behavior in regard to nationality, ethnicity, gender, sexuality, culture, religion, age and mental or physical disability.
6. Supporting a safe, healthy and secure environment by:
  - a. Reporting any incidents and unsafe conditions or practices.
  - b. Promoting safety and well-being.
  - c. Responding to the direction of the Tutor, or other person in charge of U3A classes, events or activities in the event of an emergency or any identified risk.

Further detail is contained in U3A Risk Management Policy and the Safety, Health and Wellbeing policy.

7. Promoting the U3A Sunshine Coast in a positive way.
8. Complying with all relevant laws, and abiding by this Code and U3A Sunshine policies and procedures.

Prepared by:	Colin Maddocks	To Be Reviewed:	30 <sup>th</sup> June 2020
Reviewed by:	Management Committee	Print Date:	19 February 2019
Approved by:	Management Committee		

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## Grievance Policy and Procedure

### Policy

U3A Sunshine Coast will not tolerate behavior which is not in accordance with the Code of Conduct. **Members and employees are strongly encouraged to first seek resolution of unacceptable behavior or grievances between themselves.** Should this fail to remedy the complaint or grievance the Grievance Procedure shall be followed. Any matters of grievance involving any members and/or employees should be addressed within 14 days of the alleged unacceptable behaviour.

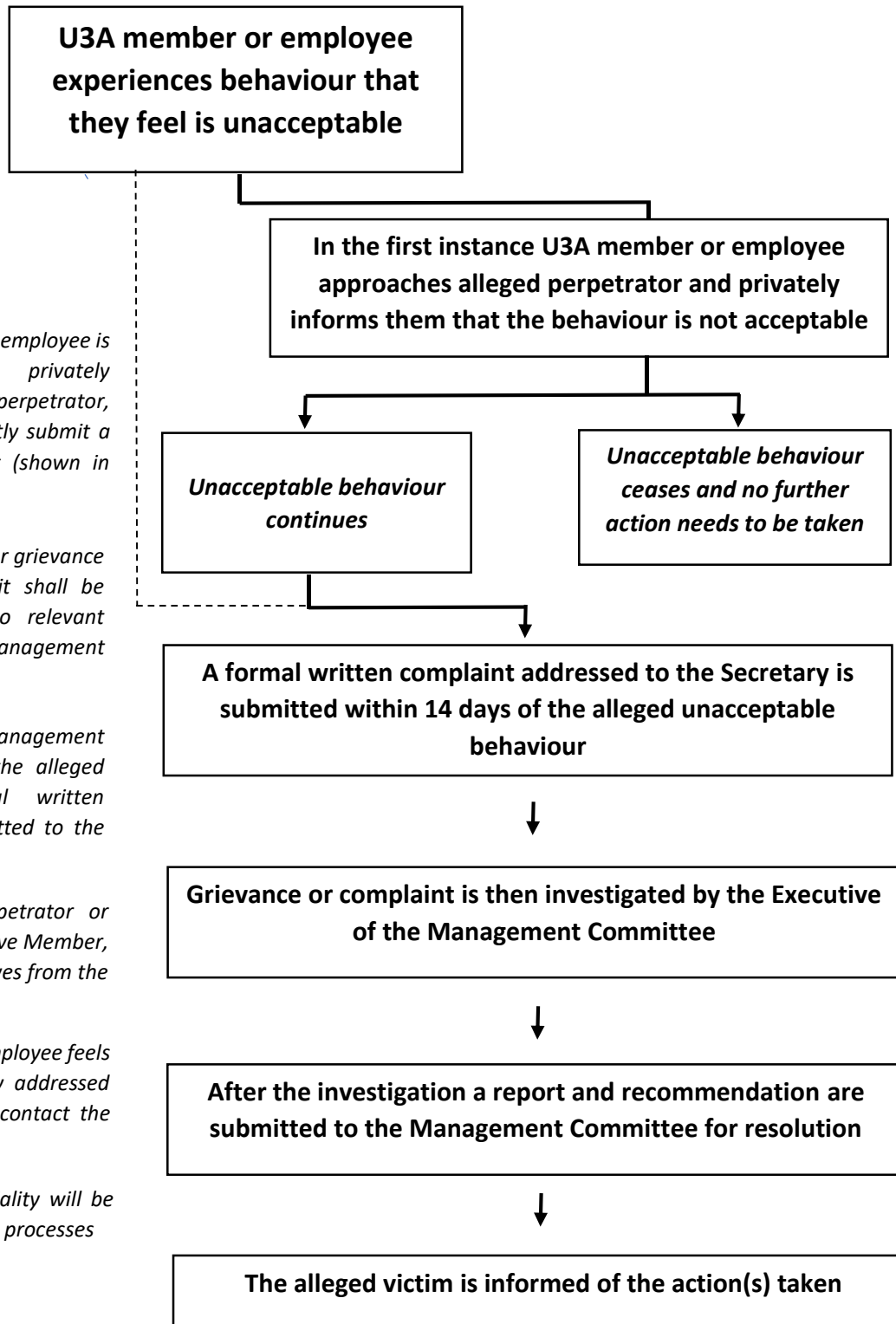
### Grievance Procedure (Flow Chart of Procedure follows)

1. A formal written complaint should be submitted to the Secretary, marked confidential. If the written complaint is against the Secretary the written complaint should be submitted to the President. On receipt of the report the Secretary or President shall confirm receipt of the report, in writing, within 2 working days of receiving the report. The report should set out the facts: including the date(s), time(s) and location(s) the alleged unacceptable behaviour occurred, and the details about the alleged unacceptable behaviour.
2. If the complaint or grievance is of a criminal nature it will be forwarded immediately to relevant authorities.
3. Reports about unacceptable code of conduct behavior(s) shall be received and investigated by the Executive members of the Management Committee at the earliest opportunity after receipt of the report. If any Executive member is either an alleged perpetrator or alleged victim they shall declare and withdraw from the investigation stage. The Executive members shall then consider all facts, conduct interviews if necessary, and submit their findings with recommendations to the Management Committee. The investigation process should be done objectively, fully and expeditiously. All documents shall remain confidential and shall not be distributed beyond the Management Committee.
4. The Management Committee shall consider the findings and recommendation(s) from the Executive and take the necessary action(s) to resolve the matter.
5. The Secretary will keep confidential written records of all formal complaints or grievance processes. The records will include the details of all actions taken to resolve the grievance or concern, and outcomes of these actions.

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# GRIEVANCE PROCEDURE – FLOW CHART



**Note #1:** If the member or employee is very uncomfortable privately approaching the alleged perpetrator, they may choose to directly submit a formal written complaint (shown in broken line)

**Note #2:** If the complaint or grievance is of a criminal nature it shall be submitted immediately to relevant authorities by Management Committee Executive

**Note #3:** If the Management Committee Secretary is the alleged perpetrator the formal written complaint shall be submitted to the President

**Note #4:** If alleged perpetrator or alleged victim is an Executive Member, they shall exclude themselves from the investigation

**Note #5:** If a member or employee feels U3A has not satisfactorily addressed their complaint they can contact the relevant State Authority

**Note #6:** Strict confidentiality will be maintained throughout all processes

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