



## **LIPHOOK AND AREA U3A – COMPLAINTS POLICY DOC E**

In an organisation containing 500 or more members it is inevitable that issues will occasionally occur which give rise to a concern or complaint. This policy sets out the process which will be followed to resolve such matters.

### ***Keeping it informal***

It is a fundamental principle that any concerns should be addressed and resolved as close to the point of issue as possible.

Where an issue arises within a special interest group then the matter should be raised, in the first instance, with the Group Leader, who should seek to respond within 7 days. If the issue involves the actions of the Group Leader directly then the matter should be referred to the Group Co-ordinator (GC) who should respond within the same timeframe. The GC may consult with the Group Leader and/or members of the committee before producing a response.

Where an issue is of a more general nature (i.e. not arising from a group activity) then the concerns should be raised with the Committee Secretary whose details can be found on the Liphook u3a website.

### ***If the complainant remains unsatisfied***

In the event that the person raising the concern/complaint feels that the response they have received is not adequate then they can escalate the matter to the Board of Trustees (Committee) by writing to the Chair, who, in formulating a response, may seek any additional information required and involve the wider committee as appropriate. A response, or interim response, will be sent within 14 days of receipt. The decision of the Chair is final.