

Policies and Procedures Manual

Title: Harassment, Discrimination, Bullying, Aggressive and Abusive Behaviours

Policy Statement:

U3A Knox Inc administers a policy of zero tolerance towards all forms of harassment, discrimination, bullying, aggressive and abusive behaviour directed at members or by members.

Members must not engage in harassing, discriminatory, bullying, or aggressive and abusive behaviours, including but not limited to:

- Threat of or use of harassment,
- Any behaviour that unfairly or unreasonably offends, humiliates or intimidates, including passive intimidation,
- Bullying
- Aggressive and abusive language (including face to face, by telephone, in written or electronic communications),
- Rudeness and derogatory comments,
- Threat of or physical violence,
- All forms of unlawful and unreasonable discrimination, (including on the grounds of; race, culture, impairment, religion, sexual orientation, ethnicity, gender, and excluding and isolating individuals)
- Continued unreasonable demands and persistence, and
- All forms of vexatious communications.

It should be noted actions will not necessarily be contrary to this policy because of a respectful but an assertive and or determined approach.

Procedures

- When an aggrieved member or member of the community wishes to report an incident or lodge a complaint, a Complaints Form (available from the office) must be completed. The Complaints Form or any written complaint must be placed in a sealed envelope, addressed to the Secretary U3A Knox Inc.
- In relation to a reported incident the Secretary will determine whether any further action is necessary.
- In relation to a complaint being received, the Secretary may arrange for the complaint to be investigated.

- If a complaint is substantiated the Committee will determine a course of resolution including whether mediation should be attempted and or disciplinary or other action taken.

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- Incidents alleging physical violence, threats of physical violence or other alleged criminal conduct should be reported to police.

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