

Complaints Policy

POLICY

1. U3A Knox Inc. acknowledges and supports the right of members and others to complain when there is dissatisfaction, a grievance or an injustice being alleged.
2. U3A Knox Inc. is committed to ensuring that complaints are handled respectfully, as transparently and confidentially as the circumstances permit and in a fair, objective and friendly manner.
3. A complainant must not act aggressively, rudely or in a manner deemed threatening towards any person when submitting a complaint, during enquiries or an investigation or when advised of the outcome of a complaint.
4. Complaints made anonymously are to be accepted and assessed.

PROCEDURES

1. When an aggrieved member wishes to lodge a complaint, a [Complaint Report Form](#) must be completed and placed in a sealed envelope, addressed and sent to the Secretary U3A Knox Inc.
2. Resolution of the complaint will be carried out in accordance with *PART 3 – Members, Disciplinary Action and Grievance Procedures* of the [U3A Knox Constitution](#).
3. Assistance will be provided to a complainant with special needs to ensure that person is able to lodge a complaint.

APPROVAL

This policy was reviewed and amended by the U3A Knox Inc. Committee of Management on 8 June 2022.