

## Code of Conduct

Our U3A Melbourne City is built around volunteers and interactions between people. All of us have roles here as students/participants, tutors, group leaders, administrative coordinators, 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 Melbourne City operate effectively.

In line with policy directions from U3A Network Victoria, 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.

As a self-funded, volunteer-based organisation, U3A Melbourne City expects that all members, tutors and volunteers will behave in a courteous and civilised manner in all dealings relevant to U3A Melbourne City.

As a member of U3A Melbourne City, you therefore agree to abide by this Code of Conduct by:

1. Participating in U3A Melbourne City activities in a friendly and positive way at all times.
2. Being honest and ethical in all dealings with U3A Melbourne City, its members and other related organisations.
3. Showing respect, courtesy and consideration to everyone you deal with in U3A Melbourne City, related organisations and the general public in relation to U3A activities.
- 4. As emails, messaging and social media have become increasingly common modes of communication, U3A Melbourne City requires the same standards of courtesy and respect that apply to other forms of communication.**
5. Being punctual and reliable in attending U3A classes/events/office rosters or other commitments; and forewarning of unavoidable absences, withdrawals from classes, events, or volunteer commitments.
- 6. Observing strict confidentiality regarding organisational and members' personal information** to which you may have access; never disclosing contact details of any U3A Melbourne City member or tutor to anyone without their permission.
7. Avoiding all forms of discriminatory behaviour in regard to nationality, ethnicity, gender, sexuality, culture, religion, age and mental or physical disability.
8. Not engaging in behaviour that is inappropriate, disruptive or intimidating.
9. Providing a comfortable environment for members and the organisation by:
  - a. Participating responsibly in each class or activity, and abiding by any reasonable directive or prerequisite specified by the tutor or the organiser of that event.
  - b. Refraining from activities or comments that promote a personal business, or cause, that would place others in a vulnerable situation either financially, physically or psychologically.
  - c. Not causing any willful damage to U3A Melbourne City premises, materials, facilities, equipment, or those of other venues.
10. Promoting U3A Melbourne City in a positive way, refraining from harming the organisation's reputation or relationships by inappropriate comment or action.
11. Abiding by this and all other U3A Melbourne City policies and procedures.
12. Following the U3A Melbourne City Grievance Policy & Procedure (see next) if dissatisfied, and abiding by decisions thus made.

## Grievance Policy and Procedure

This policy statement is underpinned by the preceding U3A Melbourne City 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 nonobservance of the Code of Conduct.

### ***Policy Statement***

1. This Grievance Procedure aims to achieve conciliation and the resolution of complaints quickly, with fairness, sensitivity 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 the relevant Coordinator. 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 Melbourne City should be addressed within ten working days.
4. The formal Grievance Procedure is set out below.

### ***Initial informal approach***

All U3A Melbourne City tutors, volunteers and members are expected to behave in a courteous and civilised manner in dealing with any issue that arises, and to seek to resolve the problem informally – where appropriate, by contacting the U3A office; or through discreet discussion between the tutor/event leader and participant concerned. Consultation with the relevant Coordinator, Event organiser may also assist in resolving the issue.

If either party is not happy with the above informal resolution, or method of dealing with the issue, then the formal procedure below may be followed.

### ***Formal Grievance Procedure***

1. A courteous formal written complaint can be made by a member or other party by letter or email, directed to the Secretary, U3A Melbourne City.
2. A Grievance Officer will be appointed – this may be a member of the Committee of Management or other designated volunteer. In the first instance the Secretary will act as Grievance Officer and delegate responsibility, as appropriate, to other Officers of the Committee of Management of U3A Melbourne City.
3. A meeting will be organised between the Grievance Officer and the person(s) alleging the grievance to ascertain facts / views.
4. A meeting will then be organised between the Grievance Officer and the parties named in the grievance.
5. A meeting between all of the parties named above will follow, in an attempt to find common ground and a resolution.
6. The Grievance Officer, with reference to other parties, will make a direction as to the validity of the grievance.

7. If no resolution is reached, the Grievance Officer may involve other members of the Committee as appropriate.
8. Where necessary, the Committee may appoint a facilitator to mediate between the parties. The appointment must be acceptable to both parties. Both parties shall bear the full costs, if any, of the mediation. The outcome of the mediation shall be binding.
9. Individual written grievance reports from the above meetings will be forwarded to the Committee of Management and treated as confidential.
10. If the grievance is of a criminal nature it will be forwarded immediately to the relevant authorities.
11. The Grievance Officer and U3A Melbourne City will keep written records of all formal grievance processes. The record will include the details of all actions taken to resolve or attempt to resolve the grievance or concern and the outcomes of these actions.

[Amended and Approved at Committee Meeting #364 held on 14 December, 2018]