



THATCHAM COMPLAINTS PROCEDURE (Summary)

u3a Complaints – responsibilities of the Trustees

Complaints should be directed towards the **Chair of the u3a Trustees**. This may include complaints from members about an issue that has arisen or complaints from an external organisation or individual. **The Chair** will use his/her best endeavours to resolve the problem amicably and quickly, through an informal discussion.

Confidentiality

All procedures and documents relating to a complaint should be kept confidential.

Informal process

In most cases, it is hoped that complaints can be dealt with informally. Depending on what the issue is, a decision should be taken as to who the best person is to lead to resolve the situation informally. If an issue has arisen between two members in a group, then the **Group Convenor** may be the best person supported by the **Groups' Coordinator**, if felt appropriate. For issues involving trustees it will be best for the Chair to attempt to mediate and try to find a solution. If the complaint involves the Chair a trustee will be nominated to mediate.

Formal process

Where someone wishes to raise a formal complaint, they will be asked to put the complaint in writing.

The Chair will appoint an **Investigating Trustee** (who is not involved or connected to any party) to investigate the complaint and gather the evidence to be presented to the **Hearing Committee**.

The Chair will appoint a subcommittee (**Hearing Committee**) of a minimum two Trustees (where possible) to hear the complaint and decide on the outcome.

The timetable for the date of the meeting to hear the complaint will be short, preferably within **14 days** from the date that the Chair is first advised.

The **outcome of the Hearing Committee** in respect of whether the complaint has been upheld or not upheld should be communicated in writing to the Chair and the member or Trustee who raised the complaint and the member or Trustee against whom the complaint has been made. If the complaint has been upheld, the letter will also specify what action will be taken as a result.



Right of appeal

A right of appeal should be offered providing it is lodged within a **7-day period** from the date of the Hearing Committee’s decision being provided to the complainant and the member or Trustee against whom the complaint has been made. The appeal needs to be lodged in the form of a written representation to the Chair. The appeal process will be independent of the initial hearing.

The Chair / appointed Appeal Panel will hold an appeal hearing to consider any written responses, representations and to any mitigating circumstances and make their decision on whether to uphold the appeal or not. The outcome of the appeal must be communicated in writing within **7 days** of the appeal meeting and is **final**.

u3a	Complaints Procedure (Summary) u3a Thatcham	The Third Age Trust
Version	Description of changes	Date
1.0	Policy created from u3a template	21/11/2024 (JC)
2.0	Local policy to be reviewed and approved by local chairperson and Secretary	06/07/2025 (KT)