

## **Welwyn Hatfield u3a complaint and Grievance Policy**

### **The difference between a complaint, and grievance procedure**

Complaints procedure: this may include complaints from members about an issue that has arisen or complaints from an external organisation or individual. Depending on the nature and source of the complaint, the committee will make a decision as to how best to approach reaching a resolution.

Grievance procedure: should be activated when there is a breach, or suspected breach of the agreed code of conduct by a U3A member or Trustee

Welwyn Hatfield u3a – will follow the guidance set out in the documentation provided by u3a trust

U3A-KMS-DOC-037 Complaints Procedure

U3A-KMS-DOC-039 Grievance Procedure

2. This policy will not need to be reviewed because Welwyn Hatfield will be following the up to date guidance set by u3a Trust