

Informal Resolution Policy

Introduction

U3A Redcliffe Inc. is committed to fostering a respectful, inclusive, and supportive environment for all members and tutors.

This policy provides an informal pathway for the early resolution of concerns before matters escalate into formal grievances or disciplinary processes.

The policy recognises that many issues can be resolved effectively through respectful communication, clarification, and early intervention.

Purpose

The purpose of this policy is to:

- encourage early and informal resolution of concerns
- preserve positive relationships within the organisation
- reduce unnecessary escalation of disputes
- support respectful communication
- promote a positive and collaborative community environment
- provide members with a clear and supportive concerns-resolution pathway

Scope

This policy applies to concerns relating to:

- behaviour of another member, volunteer, tutor, or committee representative
- misunderstandings or communication difficulties
- interpersonal conflict
- dissatisfaction with activities, services, or organisational processes
- decisions or actions that affect a member's participation within U3A Redcliffe Inc.

This policy does not apply to matters involving:

- alleged criminal conduct
- unlawful discrimination or harassment
- serious misconduct
- Work Health and Safety incidents
- matters requiring immediate formal investigation

Such matters may be referred directly to the appropriate authority or managed under the relevant U3A Redcliffe policy or legislative process.

Guiding Principles

U3A Redcliffe Inc. is committed to handling concerns in accordance with the following principles:

Respect and Dignity

All parties will be treated respectfully and courteously.

Fairness and Natural Justice

Each person involved will have the opportunity to present their perspective and respond to concerns raised.

Confidentiality

Privacy will be maintained unless the matter is unresolved.

Early Resolution

Where appropriate, concerns should be addressed promptly and informally before escalation occurs.

Impartiality

Persons assisting with informal resolution will act fairly, neutrally, and without bias.

Support Person

Any party involved in the process may request the presence of a support person.

Informal Resolution Process

Step 1 – Self-Resolution Encouraged

Where appropriate and safe to do so, members are encouraged to raise concerns directly and respectfully with the person involved.

Many misunderstandings can be resolved through calm and respectful discussion.

Step 2 – Assisted Informal Resolution

Where a matter cannot be resolved directly, a member may seek assistance from the designated Member Concerns Coordinator, Complaints Coordinator, Secretary, or other authorised representative.

The role of the assisting person is to:

- listen respectfully
- clarify issues
- assist communication between parties
- explore possible options for resolution
- support de-escalation where possible
- facilitate informal discussion if appropriate

The informal resolution process is intended to support constructive outcomes and does not constitute a formal investigation.

Possible Informal Outcomes

Possible outcomes may include:

- clarification of misunderstandings
- informal agreement between parties
- apology or acknowledgement
- agreed communication expectations
- facilitated discussion
- referral to mediation
- referral to another policy or process
- no further action

Record Keeping

For informal matters, only brief factual records should be maintained.

Ensure records are stored securely in the Secretary's filing cabinet in accordance with privacy and confidentiality requirements.

Relationship to Other Policies

This policy should be read in conjunction with:

- Formal Grievance Policy
- Code of Conduct
- Bullying Policy
- Sexual Harassment Policy
- Mediation Procedure
- Privacy Policy
- Work Health & Safety Policy

Policy Flow

Informal Resolution Pathway

Concern



Discussion / Self-resolution



Assisted Informal Resolution



Resolved

OR



Unresolved

Formal Grievance Process

- Written grievance
- Investigation/review
- Outcome determination

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