

Procedures for Complaint Handling & Trustee Eligibility

i) Complaint Handling Procedure

“Any Trustee receiving a complaint, should inform the Chairman, who will investigate the incident as soon as possible, or if necessary, appoint a disinterested Trustee or Member to investigate and recommend a solution. The Chairman will then take this up with the complainant. Should this not satisfy the complainant, they will be asked to present their case to the U3A Committee.”

ii) Trustee Eligibility Procedure

- 1) All Trustees must complete a declaration of eligibility and responsibility.
- 2) For defined positions - Chairman, Treasurer, Membership Secretary – appropriate searches and references should be obtained before their names are put to an AGM vote.