



CODE OF CONDUCT

Members of the Downham Market and District U3A come together to learn and participate in activities in a mutually supportive environment and have the right to expect that such occurs without any attendant discomfort.

This means, therefore, that members of Downham Market & District U3A believe that every individual:

- has the right to be treated fairly and respectfully, and
- not suffer any alarm, psychological or physical distress, hurt, or humiliation as a result of an action or omission by any other member of the U3A or their family, or affiliates of the U3A.

Should either of the above principles be infringed, or an individual feels that a person in the group is being targeted for inappropriate behaviour, then the following steps will be taken.

1. The individual should speak to the person causing the distress to see if the matter can be resolved informally.
2. If this fails or the person feels unable to take this action, then the matter should be raised with the Group Leader who may deal informally with the matter.
3. If it remains unresolved, the matter should be referred to the Group Coordinator.
4. If the complainant feels that the matter has not been dealt with satisfactorily then the concerns they have may be raised with the Committee. (The complaint should be raised firstly with the Chairman of the Committee. Should the complaint be about the Chairman of the Committee, then the complaint will be referred to the Regional Trustee.)

Steps to resolve the matter may include exclusion from the group or expulsion from the Downham Market & District U3A. In the event of an expulsion being considered, the Committee will determine whether or not the conduct merits expulsion. Before the expulsion is endorsed, the member will have the right to make written representations to the Committee or relevant officer.

In the event of a Code of Conduct violation occurring, a record of the incident will be made, and the matter reported to the Committee.

The Group Coordinator and Business secretary will keep a note of the complaint for one year, at which point the record will be destroyed unless the matter relates to a safeguarding issue (either of a child or adult). In this case, the records will not be destroyed, and the Committee will act in line with its Safeguarding Policy.

This policy will be reviewed every two years.

Signed:

