

Guidelines for Problem Resolution

It is fundamental to the success of SU3A that members respect each other and tackle any problem quickly, objectively, democratically and in confidence so that a solution may be found in the absence of personal animosity. In fact few problems occur but the following may act as a guide for those which do.

Problems which originate between members of a group should be resolved between the parties wherever possible. If the coordinator is involved he or she should take soundings of the group with a view to seeking a consensus.

If a coordinator experiences difficulty in resolving a problem s/he may seek advice from the General Coordinator.

If members in a group have a problem with their coordinator, then they should attempt to discuss the issue with him/her with a view to resolving it at group level. Only if this fails should the General Coordinator be involved.

If an individual member of a group feels that s/he is being treated unfairly and if the problem cannot be resolved at the level of the group; or if the problem affects more than one group, then the General Coordinator may be asked to intervene.

If the General Coordinator is asked to intervene, then the nature of the problem must be put in writing and signed by the members concerned, together with confirmation that attempts have been made to resolve it within the group.

In the event that the problem cannot be resolved, or if members wish to appeal against a decision, the matter may be brought to the Executive Committee, whose decision will be final.

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