

U3A Harrogate Complaints Procedure

We aim to create a welcoming and inclusive environment, but we understand that concerns may arise. If you have a complaint, please follow this procedure:

1. Informal Resolution

If possible, raise the issue directly with the person involved, your group leader or a committee member. Many concerns can be resolved quickly through informal discussion.

2. Formal Complaint

If the issue remains unresolved, submit a written complaint to the Chair of the Harrogate U3A Committee. Include details of the concern, parties involved, relevant dates, and any steps already taken.

3. Acknowledgment

The Chair will acknowledge receipt of your complaint within 14 days of receipt and outline the next steps.

4. Investigation

A U3A sub-committee will review your complaint, gather relevant information, and may contact you and any other party involved for further details.

5. Response & Resolution

You will receive a formal response within 28 days of acknowledgement, detailing any actions taken to address the concern.

6. Appeal Process

If you are not satisfied with the outcome, you can request a further review by the national U3A organization.

We appreciate your feedback and aim to resolve concerns fairly and promptly.

Dated : August 2025

First version