

Guidelines for investigating a complaint about unacceptable behaviour

	Stage	Action	Comments
1	Complaint	<p>1.1 Advise committee/sub-committee and decide who will handle complaint</p> <p>1.2 Examine whether action is needed to keep complainant/alleged victim and alleged perpetrator apart</p> <p>1.3 Establish whether the alleged victim is safe</p> <p>1.4 Consider whether the alleged perpetrator poses a threat/risk to anyone else</p>	<p>1.1 Normally chairman but secretary if conflict of interest</p> <p>1.2 Within 12 hours if possible</p>
2	Acknowledgement	<p>2.1 Write to the alleged victim acknowledging the matter and confirming who will carry out the investigation.</p>	<p>2.1 Within twenty four hours in writing by email or hand delivered if possible</p> <p>2.2 Include a statement that any investigation will include questioning the alleged perpetrator</p> <p>2.3 Where appropriate raise the possibility of mediation.</p>
3	Investigation	<p>3.1 Interview all parties, send summary of interview to each party for confirmation.</p>	<p>3.1 Interviews carried out by two people if possible</p> <p>3.2 Interviewer(s) needs to keep an open mind on evidence</p>
4	Conclusion	<p>4.1 Draw conclusion on the balance of probability</p> <p>4.2 Discuss with committee/sub-committee</p>	<p>4.1 Conclusion may be “not proven”</p> <p>4.2 Committee to endorse action proposed</p>

5	Implementation	<p>5.1 Advise complainant of intended action/remedy</p> <p>5.2 Advise (alleged) perpetrator of outcome and, where appropriate, action to be taken</p>	<p>5.1 Complainant may be advised of outcome orally and subsequently advised in writing</p> <p>5.2 Perpetrator may be advised of outcome orally and subsequently advised in writing</p>
6	Records	6.1 Ensure records of all aspects are of the matter are complete and securely stored	6.1 Record keeping to be in line with current regulatory requirements
7	Outside assistance	7.1 At any stage of the process seek outside advice if the matter may involve criminal behaviour or the outcome could have serious reputational issues for Monmouth U3A	7.1 Possible sources are Third Age Trust or a lawyer