

Torre Vieja



TERMS AND CONDITIONS OF MEMBERSHIP

1. Participation in U3A activities is at a member's own risk and with his/her own insurance cover, and neither the U3A committee nor the group leaders are responsible for any injuries, mishaps or losses that may occur.
2. The information provided on the Membership Application form will be held on a computer database and used only in connection with U3A activities. These details will never be passed to a third party outside of the U3A.
3. The annual membership fee is due before the end of January each year. Failure to pay will result in membership being withdrawn after 3 months (at the end of March).
4. The committee may terminate membership of any member if that member's behaviour is prejudicial to the U3A or brings it into disrepute, PROVIDED THAT the individual concerned shall have the right to be heard by the committee whose decision is final.
5. Changes to members' details, e.g. telephone number or email address should be sent to the Membership Secretary.
6. It is assumed that all photographs taken whilst participating in U3A trips or events may be used on the website. If you do not want your photograph published then you must inform the trip organiser or leader, especially before group shots are taken which are clearly intended for the website. In this case you should absent yourself from the group before the photograph is taken.

Updated November 2011

Torre vieja U3A – Aims

The aims are:

- To encourage and enable people to help each other to share their knowledge, skills, interests and experience. The group leaders come from within the membership, people who are happy to share their skills and expertise. No qualifications are necessary, nor are any awarded.
- To demonstrate the benefits and enjoyment to be gained and the new horizons to be discovered in learning throughout life.
- To celebrate the capabilities and potential of the Third Age and our value to society.
- Each individual member has a responsibility to shape the Torre vieja U3A to serve the needs of the members.
- The U3A consists of people who undertake to learn and to help others to learn. One of the guiding principles of the U3A is that “those who teach shall also learn and those who learn shall also teach”.

Los objetivos son:

- *Alentar y capacitar a la gente a ayudarse unos a otros a compartir sus conocimientos, habilidades, intereses y experiencia. Los líderes de los grupos provienen de dentro de los socios, las personas que están dispuestos a compartir sus conocimientos y experiencia. Títulos no son necesarios, ni tampoco están otorgados.*
- *Para demostrar los beneficios y el disfrute de ser adquirida y los nuevos horizontes por descubrir en el aprendizaje durante toda la vida.*
- *Para celebrar las capacidades y el potencial de la Tercera Edad y nuestro valor para la sociedad.*
- *Cada miembro tiene la responsabilidad de dar forma a la U3A Torre vieja para atender las necesidades de los miembros.*
- *El U3A se compone de personas que se comprometan a aprender y ayudar a otros a aprender. Uno de los principios rectores de la U3A es que "los que enseñan también aprenden y los que aprenden también a enseñar".*

Torrevieja U3A

Complaints Policy and Procedure

Torrevieja U3A's Committee is committed to providing a high-quality service to all our members. When something goes wrong, we need you to tell us about it. This will help us to improve standards in all the Association's activities.

If you have a complaint, please try to resolve it at the point where the complaint arises. This might be, for example, with a fellow member, or with a group leader.

If you are dissatisfied with the outcome of the initial discussions, please contact the Chair, in writing, explaining your concerns, and what you have done to try to resolve the matter.

1. The Committee will appoint a sub-group of 3 Committee members to investigate your complaint.
2. On receipt of this sub committee's report the Chair will then contact you to discuss and hopefully resolve your complaint. S/he will do this within 14 days of receiving your complaint.
3. The Chair will then write to you to confirm what took place and any solutions s/he has agreed with you.
4. At this stage, if you are still not satisfied, you should contact the Chair again and s/he will arrange for the matter to be discussed by the full U3A Committee. This may be at one of their regular meetings, or at a specially convened meeting.
5. The Chair will write to you within 7 days of the Committee meeting confirming Torrevieja U3A's final position on your complaint and explaining the reasons.
6. The Committee's decision will be final.

Effective from 01.01.2012

Torre vieja U3A Policy of the 'Right of Reply'.

Purpose.

The purpose of this policy is to ensure that the use, by members of the Association, of the Associations Newsletter, or the Associations Website, is in conformity with a standardised format.

Policy.

1. Any member submitting an article for publication, who intends to name any person, in that article, shall first contact that person and ask for permission to name them in the article.
2. Should that person decline to be named, or can not be contacted, their name shall not be included in the article.
3. If permission is received by the author, from that person, they may include that name in the article.
4. Any person named in an article shall have the 'right to reply' on the Associations website.
5. The Chair of the Association (that is Torre vieja U3A), or any person authorised by him/her, shall review any article, or other thing, submitted by any person for inclusion in the 'newsletter' or 'newsletter' section of the website. The Chair, or authorised person, will make any changes he/she deems appropriate before publishing the article or posting it on the Clubs website.

Definitions.

Member. This shall include any current member, past member or person applying for membership.

Article. This shall include any article, report, submission or any other thing that is being constructed for the purpose of publication.

Name and named. This shall include the persons given name, nick name, other name by which they are, or may be, known by any person and also means any detail, or details, that would enable any other person to achieve an identification of that person.

Right to Reply. This means that the person shall have an absolute right to construct an article that shall be placed on the Associations website. This shall happen at the next website update.

Website. This means the internet site known as www.torre viejau3a.org

Changes. Means any changes whatsoever including deletion.

Effective from 01.01.2012