

## Students' Union Complaints Procedure

### Introduction

- 1.1 The Students' Union welcomes constructive comments from members. It is anticipated that the majority of problems encountered by members will be resolved as part of normal informal communications between members, elected student officers and staff.
- 1.2 However, it is necessary to provide a formal procedure to deal with complaints of a more serious nature relevant to your involvement with the Students' Union activities.
- 1.3 Serious complaints would include:
  - a) failure to follow established procedures
  - b) harassment
  - c) unfair treatment
- 1.4 If you are unsure how to proceed please speak to an elected student officer or an Advice Worker in the Student Advice Centre

### 2 Purpose

- 2.1 This procedure is designed to deal with complaints relating to a member of staff or services provided by the Students' Union
- 2.2 The principles that govern the operation of the Students' Union are contained within the Students' Union Constitution, a copy of which is available for consultation at the S.U. reception.

### 2 Complaints relating to disciplinary matters at The Old Fire Station or Dylans –

Please refer to Schedule 1A of the Students' Union Constitution.

### 4 Complaints relating to Students' Union staff or services

#### 4.1 Informal Procedure

- 4.1.1 If you have a specific complaint relating to a member of staff or a service of the Students' Union, you are encouraged to discuss the matter, in the first instance, with the individuals concerned.
- 4.1.2 Where the problems are not resolved, complaints should be taken up with the line manager of the member of staff or service concerned. He/she will investigate the complaint and attempt to resolve the problem.

- 4.1.3 If you are not satisfied that your complaint has been dealt with effectively or if your complaint relates to the manager of a service, then you should complain in writing to the General Manager.

## **4.2 Formal Procedure**

- 4.2.1 If your complaint has still not been resolved to your satisfaction, then your written complaint should be made to the President of the Students' Union, for consideration by the Executive Committee.
- 4.2.2 A copy of the complaints procedure and the complaint will be forwarded to the member of staff or manager of the service concerned. He/she will be requested to reply within 5 working days of receipt of the documents.
- 4.2.3 Upon receipt of the written reply, a panel comprising 3 executive members will, within 10 working days, interview both the complainant and the member of staff and any material witnesses concerned to establish the facts of the matter. Both the complainant and the member of staff or service manager have the right to be accompanied by a colleague or Union representative.
- 4.2.4 The Executive Committee, via the President, will communicate the decision, normally within 5 working days of the interview, to the complainant and to the member of staff concerned.

## **5 Right of Appeal**

- 5.1 An Appeal against the findings of the Executive Committee shall be made in writing and must be lodged with the President (or designated deputy) within 5 working days of the findings being communicated to the complainant. The President, in consultation with the University Registrar, shall agree a mutually acceptable Independent Person to hear the complainant's appeal against the decision reached by the Executive Committee.
- 5.2 The Independent Person shall adjudicate on the merits of the complaint and, if appropriate, make recommendations to the President. Any subsequent action is a matter for the President in line with Students' Union policy and procedures.
- 5.3 The Independent Person shall be given a copy of all the written material pertaining to the appeal and shall consult as she/he deems appropriate.
- 5.4 The decision of the Independent Person shall be transmitted to the President and to the complainant normally within 2 working days of the hearing,
- 5.5 The decision of the Independent Person shall be final and no further appeal shall be permitted.