

Members Complaints Procedure

1. General Information

- 1.1 This complaints procedure is applicable only to the University of Plymouth Students' Union. It is designed to be complementary to the University of Plymouth Complaints Procedure.
- 1.2 Complaints cannot be anonymous.
- 1.3 If a third party is named as part of any complaint, the Union must notify them as to their inclusion.
- 1.4 Confidentiality will be maintained by the person dealing with the complaint and the complainant will not be discriminated against or suffer recriminations as a result of making a complaint, although the Union reserves the right to take action as necessary against anyone who makes a complaint which is subsequently found to be malicious or vexatious.
- 1.5 All complaints will be dealt with under this procedure. However, where a complaint is in direct relation to a service provided by UPSU and managed by staff, the President or relevant Executive Officer may refer the complaint to the appropriate Senior Manager who will respond appropriately.

2 Verbal Complaint

- 2.1 Verbal complaints will be deemed to be informal complaints.
- 2.2 The following procedural points summarise this policy:
 - Approaches may be made to any union officer or staff member where the complaint relates to an area or service under their responsibility.
 - The person responsible for the area or issue will seek to resolve the complaint without recourse to the formal procedure
 - If an unsatisfactory result is achieved as a result of the informal complaint, then the complainant should make a formal complaint as detailed below.

3 Formal Complaints

- 3.1 Formal complaints must be made in writing and addressed to the President.

- 3.2 If the complaint is about the President, then the letter should be addressed to the Deputy President.
- 3.3 The letter of formal complaint should include:
- Complainants name and contact address or telephone number
 - The nature of the complaint
 - Action taken by the complainant to resolve the situation
 - Any action taken by the Union to resolve the situation
 - Preferred course of action to resolve the complaint
- 3.4 Receipt of formal complaints must be acknowledged in writing by the Union within 5 working days.
- 3.5 Investigations into the complaint will be conducted by the President or, if the complaint is about that individual, by the Deputy President.
- 3.6 If the complaint is in relation to any staff member of UPSU then the matter will be referred to the relevant senior manager who will invoke the Staff Grievance and Disciplinary Procedures of the union.

4 Investigation of Complaints

- 4.1 Complaints will be aimed to be resolved within ten working days of receipt of the written complaint.
- 4.2 The complainant must be notified of any undue delay in resolving the complaint as soon as possible, within five days after the delay becomes apparent.
- 4.3 The complainant will be notified of the result of the complaint in writing as soon as possible after the conclusion of the investigation.
- 4.4 If the complaint is upheld, the following courses of action are available:
- If the complaint is against the Union the investigating officer will advise the complainant in writing of the course of action to be taken to rectify the complaint
 - If the complaint is about a Trustee, then it will be dealt with according to the relevant schedules and the Constitution.
 - If the complaint is about a member of staff, then it will be referred to the appropriate senior manager who will take the appropriate action.
 - If the complaint is against any member of the union other than a staff member or trustee then it will be dealt with by the Board of Trustees using the Members Disciplinary Procedure
- 4.4 Should the result of the investigation not be satisfactory to the complainant then they may write to the Board of Trustees, who will identify a suitable person, who has not been involved with the complaint, to investigate further.

- 4.5 The University of Plymouth may be involved at the request of President, their nominated deputy or the complainant, if it is clear that, within the arena of Union procedures and their application, a satisfactory solution cannot be reached.