



University of Gloucestershire Students' Union - General Complaints Procedure

1. Introduction

This procedure shall apply to all complaints except those made by members of University of Gloucestershire Students' Union (UoGSU) about the behaviour of other members of UoGSU. Those complaints shall be dealt with under the Code of Conduct.

2. Definitions

2.1 The person making the complaint shall be referred to throughout this document as "the complainant."

2.2 The term "elected officer" shall, for the purpose of this document refer to all of Full Time Officers that have been duly elected.

2.3 The term "SMT" shall mean the Heads of Department, COO and CEO of The Students' Union.

2.4 The term "the University" refers to The University of Gloucestershire.

3. Non-Disclosure

To ensure UoGSU protects staff and maintains a confidential relationship with and between those involved in any complaint, information relating to the complaint will not be discussed with any third party. The two exception to this is where the matter is of such a serious nature that it has to be referred to the University or the police or any party involved in the complaint are deemed to be at risk of harm to themselves or others.

4. Informal Action

Where possible, UoGSU will try to resolve matters informally by discussing issues with those involved however, if for any reason they are unhappy with the outcome of the informal action, they may choose to proceed to the formal stage as detailed in section 5 below.

5. Reporting of a Complaint

5.1 Complaints should be in writing to the CEO of The Students' Union.

5.2 The Complaint Form is located in the About section at: www.uogsu.com

6. Acting on a Complaint

6.1 The CEO shall either authorise an investigation or write to the complainant explaining why the complaint is not being pursued.

6.2 The complainant shall be informed, in writing of the proposed action being taken, within 5 working days of the complaint being raised.

7. Investigation of a Complaint

7.1 The complaint will be investigated by either an elected officer or a member of UoGSU SMT.

7.2 The investigation shall normally be completed within 10 working days of the complaint being received. This can be extended if the investigation is complex or the investigation is delayed unexpectedly, the complainant shall be informed of any such extension.

7.3 The investigation will normally involve the collecting of information from a number of parties and the investigating person shall be empowered to call for statements from persons connected to the complaint.



7.4 The recommendations from the investigation are to be sent to the CEO.

8. The Resolution of the Complaint

8.1 The CEO shall review the results of the investigation and then decide what action should be taken.

8.2 The CEO may take any such actions that are appropriate, depending on the nature of the complaint.

8.3 The decision shall be communicated in writing to the complainant within 5 working days of receiving the results of the investigation.

9. Appeal Process

9.1 Appeals against the decision may be made within 10 working days.

9.2 The appeal must be in writing to the Secretary of the Board of Trustees, stating the reasons for the request and the outcome being sought.

9.3 Appeals can normally only be made on the grounds; of significant new evidence that has not been considered, that the correct process has not been followed, the decision is irrational or a disproportionate sanction has been imposed.

10. The Appeals Committee

10.1 The Students' Union Appeals Committee shall comprise:

- a) An elected FTO,
- b) An external/lay trustee;
- c) A member of The Students' Union SMT or their nominee;
- d) The University Head of Governance or their nominee (as Secretary).

10.2 No member of the Appeals Committee shall have either a conflict of interest or previous involvement with the matter under consideration.

10.3 Appeals will be heard as soon as practicable possible after the appeal has been submitted.

10.4 The appeal hearings will follow the procedures laid out in section 11.

10.5 The Appeals Committee has the authority to change or confirm the decision and / or the sanctions issued by the CEO.

10.6 The decision of the Appeals Committee is final and binding.

11. Appeals Committee Hearing

11.1 The meeting will proceed in the following manner:

- a) The results of the investigation will be presented by the CEO;
- b) Witnesses, including the complainant, will be called if appropriate;
- c) The members of the Committee will have the opportunity to ask questions of witnesses;
- d) The Complainant will have the opportunity to attend, speak and ask questions of witnesses;
- e) The Complainant can be accompanied at the hearing. The name of this accompanying person should be sent to the Appeals Committee Chair in advance of the meeting as is usually a family member, a student of UoG or a member of UoG staff;
- f) An accompanying person does not have the right to speak at the Appeals Committee Hearing unless they are invited to do so by the Chair;
- g) Everyone apart from members of the Committee will leave the meeting;
- h) The Committee will make a decision based only on the evidence presented.

11.2 All issues raised at the Appeals Committee are confidential.



12. Other Matters

12.1 Records of all investigations will be kept for the duration of 3 years.

12.2 UoGSU reserves the right, where appropriate, to reopen an investigation at any stage.

12.3 UoGSU can bring procedures against a complainant, if a complaint is deemed to be malicious or vexatious.