



Byelaw 3: Complaints Procedure

1. General

- 1.1. Any student or group of students dissatisfied with their dealings with Leeds Trinity Students' Union has the right to make a complaint.
- 1.2. Students also have the right to make a complaint if they claim to have been unfairly disadvantaged because of opting out of Union membership.
- 1.3. All complaints will be dealt with fairly and promptly and will be investigated according to the Complaints Procedure set out in this Byelaw.

2. Informal Complaint:

We expect that most complaints will be resolved via an informal discussion about the matter at the earliest opportunity.

2.1. Making an Informal Complaint:

- 2.1.1. An individual bringing forward an informal complaint should bring the matter to the attention of an appropriate staff member responsible for the area in question either orally or in writing.

2.2. Response to an Informal Complaint:

- 2.2.1. The recipient of the informal complaint is responsible for acknowledging receipt of the complaint, which will ordinarily be within two working days.
- 2.2.2. The recipient of the informal complaint will be known as the complaint owner.
- 2.2.3. The complaint owner will work together with the complainant with the aim of solving the complaint to their satisfaction.
 - 2.2.3.1. The complaint owner will define projected timescales for resolving the complaint to the complainant.



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2.2.4. The complaint owner will provide a written response to the complainant within the projected timescale.

3. Formal Complaint:

If the complainant feels the complaint has not been satisfactorily resolved informally, or if the appropriate senior manager deems the complaint as serious, the complaint will be escalated to a Formal Complaint.

3.1. Making a Formal Complaint:

3.1.1. A formal complaint must be made in writing:

- 3.1.1.1. By personal letter or
- 3.1.1.2. By email or
- 3.1.1.3. By completing the standard complaint form

3.1.2. Complaints should be addressed as follows:

- 3.1.2.1. Where the complaint relates to the CEO or an elected officer, other Trustee, or other elected representative of the Union, the complaint should be addressed to the President.
- 3.1.2.2. A complaint concerning the President must be addressed to the Deputy Chair of the Board of Trustees.
- 3.1.2.3. All other complaints must be addressed to the CEO, who may delegate responsibility for dealing with the complaint to an appropriate person.

3.1.3. Complaints will be considered valid if the complainant:

- 3.1.3.1. Provides details of their name, address and email
- 3.1.3.2. Provides details of the event or occurrence giving rise to the complaint
- 3.1.3.3. Raises the complaint within 10 working days of the event or occurrence giving grounds to the complaint, unless there are exceptional circumstances



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4. Investigation Stage

4.1. *Complaints addressed to the CEO:*

- 4.1.1. Complaints will be acknowledged within 2 working days of receipt.
- 4.1.2. Valid complaints will be investigated within 15 working days of receipt.
- 4.1.3. Investigations will be conducted by the CEO, or their nominated deputy.

4.2. *Complaints addressed to the President, or Deputy Chair of the Trustees:*

- 4.2.1. Complaints will be acknowledged within 5 working days of receipt.
- 4.2.2. Valid complaints will be investigated within 15 working days of receipt.
- 4.2.3. Investigations will normally be conducted by the Deputy Chair of the Board of Trustees.
 - 4.2.3.1. If the complaint relates to the Deputy Chair of Board of Trustees, the President, with the assistance of an external trustee not involved in the complaint, will investigate.
 - 4.2.3.2. Where no external trustee can be made available, the Union should seek to engage a senior manager from another students' union or NUS.

4.3. During the investigation stage the complainant and others involved may be asked to provide verbal evidence for clarification and additional information.

4.4. If during the investigation the incident be deemed in breach of the law, the matter will be referred to the Police, which may lead to a criminal prosecution. In this situation the matter will be dealt with by the Police in the first instance, and the Union investigation placed in suspense. Once this investigation is complete the matter will then continue to progress via the LTSU Byelaw.

4.5. The person conducting the investigation will determine:

- 4.5.1. All findings of fact and
- 4.5.2. Any mitigating circumstances and
- 4.5.3. Appropriate further action if any



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5. Determination Stage

5.1. Where the investigator determines that the complaint has merit, in the case of an operational failure they will

5.1.1. Uphold the complaint and refer the matter to the appropriate staff member and then proceed to clause 6.1 of this Byelaw.

5.2. Where the investigator determines that the complaint has merit, in the case of the conduct of an individual, or group of individuals, they will

5.2.1. Refer the matter for final determination to the appropriate disciplinary procedure as detailed in clause 5.3 of this Byelaw.

5.2.2. Inform the complainant that the matter has been proceeded to the relevant disciplinary procedure and detail the relevant timelines.

5.3. Any disciplinary action to be taken will be done so according to the relevant Union procedures which may include:

5.3.1. Staff Disciplinary Procedure

5.3.2. Officer Code of Conduct

5.3.3. Student Disciplinary Procedure contained within Byelaw 4.

5.3.4. Clause 51 of the Constitution

5.4. Where the investigator determines that the complaint does not have merit, they will proceed to clause 6.2 of this Byelaw.

6. Outcome Stage

6.1. Where complaints are upheld, confirmation of this and that appropriate action will be taken will be confirmed in writing to the complainant within five working days after the completion of the investigation.

6.2. Where complaints are not upheld the complainant will be advised within five working days after completion of the investigation and informed of the right to raise the matter with the University Secretary of the University in accordance with the Education Act (1994)