

#### Bye-law 4: Complaints Procedure

1. Any student or group of students dissatisfied with their dealings with Leeds Trinity Students' Union has the right to make a complaint
2. Students also have the right to make a complaint if they claim to have been unfairly disadvantaged as a result of opting out of Union membership
3. All complaints will be dealt with fairly and promptly and will be investigated according to the following stages:
  - 3.1 Informal complaint –
    - 3.1.1 We expect that most complaints will be resolved via an informal discussion about the matter at the earliest opportunity. A student should therefore bring the matter to the attention of a staff member, or Sabbatical Officer responsible for the area in question. This may be orally or in writing
    - 3.1.2 The recipients of informal complaints are responsible for responding to them promptly and fairly. This would normally be within seven working days of receiving the complaint
    - 3.1.3 This is an informal stage and as such no written records would be kept if the matter is resolved at this point
  - 3.2 Formal complaint –
    - 3.2.1 If the complaint has not been satisfactorily resolved informally or if the nature of the complaint is serious, the complainant has the right to raise the matter as a formal complaint. Formal complaints may be made about a service or an individual or group within the Union
4. Making a complaint:
  - 4.1 A formal complaint must be made in writing:
    - (i) by personal letter or
    - (ii) via email or
    - (iii) by completing a standard complaint form
  - 4.2 Complaints should be addressed as follows:
    - (i) Where the complaint relates to the General Manager or an elected officer, other Trustee, or other elected representative of the Union, the complaint should be addressed to the President. A complaint concerning the President must be addressed to the Vice Chair of Trustees
    - (ii) All other complaints must be addressed to the General Manager, who may delegate responsibility for dealing with the complaint to an appropriate person
  - 4.3 Complaints will be considered valid if the complainant:
    - (i) provides details of their name, address and telephone number

- (ii) provides details of the event or occurrence giving rise to the complaint
  - (iii) raises the complaint within 10 working days of the event or occurrence giving grounds for complaint, unless there are exceptional circumstances.
5. Investigation of complaints addressed to the General Manager:
- 5.1 Valid complaints will be investigated within 15 working days of receipt
  - 5.2 During the investigation stage the complainant and others involved may be asked to provide verbal evidence for clarification and additional information but no formal hearings will take place
6. Investigation of complaints addressed to the President, or Deputy Chair of Trustees
- 6.1 Valid complaints will be investigated within 15 working days of receipt
  - 6.2 The President, or the Deputy Chair of Trustees, will investigate and during the investigation stage the complainant and others involved may be asked to provide verbal evidence for clarification and additional information but no formal hearings will take place
7. Outcome of an investigation
- 7.1 The person conducting the investigation will determine:
    - (i) all findings of fact and
    - (ii) any mitigating circumstances and
    - (iii) appropriate further action if any
  - 7.2 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)
  - 7.3 Where complaints are upheld, confirmation of this and that appropriate action will be taken will be confirmed in writing to the complainant
  - 7.4 Any disciplinary action to be taken will be done so according to the relevant Union procedures which may include:
    - (i) staff disciplinary procedures
    - (ii) the bye-law relating to disciplinary procedures
    - (iii) Clause 51 of the Constitution