

Complaints Against Union Staff

1.0 Adoption of the Policy

1.1. Any Full Member, or student eligible for Full Membership but who has exercised the right not to be a member in accordance with the Education Act 1994, shall be entitled to complain about unfair or unreasonable treatment by a member of Union staff.

2.0 Stage One

2.1 Complaints will be handled within the department where the individual(s) to whom the complaint concerns works. All parties will take a constructive approach with a view to providing a solution and an acceptable remedy.

2.2 If you are not happy with the result of the complaint under this stage or if the complaint is serious or confidential, it will be dealt with under stage two.

3.0 Stage Two

3.1 Complaints received by the organisation will be investigated and led by the appropriate Department Manager in relation to the nature of the complaint.

3.2 You will meet with the Department Manager and discuss the complaint so that they can fully understand the issues you have raised. The individual(s) to whom the complaint concerns will be provided with a summary of the complaint and given an opportunity to respond to the issues raised. Both you and the individual the complaint concerns should be given the opportunity to provide additional information after the initial meeting with the Department Manager.

3.3 The Department Manager has the discretion to meet with any other individuals that may have witnessed or been party to the complaint. If a student is called to speak to the Department Manager they are entitled to bring a fellow student to support them. If you have a good reason for not being able to attend a meeting with Department Manager, the meeting can be re-arranged. However should you fail to attend two meetings and the Manager feels that that you have not provided a suitable reason, the investigation will continue without the meeting.

3.4 During the period between the complaint being received and the Manager making a decision, the individual(s) the complaint concerns may be temporarily suspended in order to undertake an effective investigation and to avoid risk of harm or distress to staff or students.

3.5 The Department Manager will review the complaint and will decide whether to dismiss, partly uphold or fully uphold the complaint after reviewing all appropriate information.

3.6 Complaints that are partly or fully upheld may result in the Union's disciplinary policy for staff being followed.

3.7 If the evidence supplied does not support the complaint, the Department Manager may dismiss the allegations.

3.8 A conclusion should normally be reached and communicated within 21 working days.

3.9 The outcome shall be provided in writing alongside an explanation to the individual(s) the complaint concerns.

4.0 Appeals

4.1 If you are not happy with the outcome of the complaint, you are able to submit an appeal under one of the following grounds:

- The Complaints process has not followed the correct procedure; and/or
- New information has become available that for good reason could not be presented during the Complaints Process at the time of the original investigation; and/or
- That the decision reached was not supported by the evidence provided.

4.2 An appeal should be submitted in writing to the Union's Chief Executive Officer within 7 days of receipt of the outcome of the complaint decision.