Complaints Procedure

Occurrence
1. Any member of the Union has a right to initiate a non-disciplinary complaint if they are dissatisfied in their dealings with the Union.

2. The Complaints Procedure can only be initiated once all informal and formal procedures within the respective area of the Union have been used.

Convened
3. In the case of a complaint being lodged that implicates the President but not half or more of the Executive Committee, the duties of the President outlined in this Bye-Law shall be fulfilled by a Full Member of the Union, normally a Full-Time Officer, nominated by a meeting of Full-Time Officer Committee excluding those implicated in the complaint.

4. In the case of a complaint being lodged that implicates half or more of the Executive Committee including the President the duties of the President outlined in this Bye-Law duties shall be fulfilled by a Full Member of the Union, normally a Full-Time Officer, nominated by an emergency meeting of Union Council.

5. The complaint shall be brought to President, in writing, by the student or students who wish to lodge the complaint.

6. The President shall attempt to resolve the matter informally within 5 Students' Union Days.

7. If the complainants are not satisfied with the outcome, the President shall convene a meeting of the Complaints Committee within a further 7 Students' Union Days (i.e. up to a maximum twelve Students' Union Days after receiving the written complaint).

Composition
8. Complaints Committee shall comprise:
   i. An appropriate staff member of NUS
   ii. A past President of the Union
   iii. A Full Member of the Union selected from the Pool of 6

9. Should there be multiple implicated individuals; the implicated shall nominate one individual who shall agree with the complainant the composition of the Complaints Committee from the Pool of past Presidents.

10. If convened the Complaints Committee shall:
    i. Meet to discuss the complaint, hearing the case for the complainants and the Union
    ii. Make a recommendation to an emergency meeting of Union Council, to be convened within 5 Students' Union Days of the committee meeting.
11. Where a disciplinary issue is referred to an external body, for example the University or the Police, the timetable for the hearing shall be suspended pending the outcome of the external process.

**Further Complaints**

12. If the complainants are not satisfied with the outcome they may go to the University through its Registrar and request an investigation by an independent person.