

# **Complaints Procedure Bye Law**

## **Occurrence**

1. Any member of the Union has a right to initiate a non-discipline 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 Sabbatical Officer, nominated by a meeting of Executive 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 shall be fulfilled by a Full Member of the Union, normally a Sabbatical 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 of:
  - i. An appropriate staff member of NUS
  - ii. A past President of the Union.
  - iii. 1 of a pool of 6 former members of Union Council.
9. Should there be multiple implicated individuals, the implicated shall nominate one individual who shall agree with the complaint the composition of the Complaints Committee from the pool of past Presidents.
10. The pool of 6 shall normally be nominated by outgoing Executive Committee and ratified by outgoing Union Council. Those nominated must be Full Members of the Union for the duration of the period they are in the pool.
11. There should be a random draw of the pool of 6 to determine the former member of Union Council to reside on the Committee. This should be conducted by the Secretary in the presence of the complainant.

12. 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.

### **Further Complaints**

13. 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.