

Complaints procedure

Everyone at the Students' Union wants our members and customers to be happy with our services. However, from time to time things do go wrong, and you may feel you wish to complain. This document explains what you can do.

If your complaint refers to an Officer, or you've explored all the informal and formal procedures detailed below within the respective area of the Union, please refer to the Complaints Procedure in the Students' Union's By-laws. This is the document which governs the way that we run the Students' Union and sets out your rights as a member. A copy may be obtained [here](#) or from the Representation and Democracy Office and/or Students' Union Welcome Zone reception (both in the Portland Building).

Informal procedure

If you are unhappy about any aspect of the Students' Union services, we want to solve your problem as quickly as possible. You can do this by explaining what is wrong and what you think could be done to correct it either by:

Talking to a member of staff - They will endeavour to put it right immediately, and will check that you are happy. If this is not possible then they will tell you what they are going to do.

Completing the Students' Union feedback form [here](#). We aim to make sure the appropriate member of staff responds to you within five working days.

If you are still not happy and want to take the complaint further, you will need to follow the Formal Complaints Procedure.

The Formal Complaints Procedure

Stage 1

Write to or email the Departmental Manager stating that you are making a formal complaint. The list of managers is detailed in the table at the end of this document.

Let them know what your complaint is, with all relevant details including what the situation is and what outcome you would expect on our behalf, your name and how you can be contacted. If your complaint is about the Manager go straight to Stage 2.

The Manager should acknowledge your complaint or letter/email within five working days. They will look into your complaint and decide the best way of solving the problem. Hopefully you will be able to accept the Manager's guidance.

If this does not resolve your complaint, or if the Manager has not offered a way forward within 15 working days of your contacting the Department, you should go to Stage 2 of this procedure.

Stage 2

If Stage 1 of the complaints procedure did not solve the problem, if the Manager did not respond, or if your complaint is about the Manager, you should do the following:

Write to or email the relevant Director/Senior Manager (detailed in the table at the end of the document). Include in your letter or email all relevant details about your complaint, why (if relevant) you are dissatisfied with the Manager's findings, your name and how you may be contacted. Where appropriate include evidence of any previous communication about the problem.

Your letter or email will be acknowledged within seven working days.

The relevant Director/Senior Manager will speak with everyone involved and will give you a written reply to your complaint within 15 working days. He/she will be aiming for a solution that everyone is happy with. If Stage 2 does not provide a result that you can agree to, you should consider Stage 3.

Stage 3

If Stage 2 did not give a satisfactory result, an Executive Officers' Panel can investigate your complaint. The decision of this Panel is binding on all parties.

To start Stage 3 you must write to or email the Students' Union President within 10 days of receiving communication telling you about the result of Stage 2. Your letter or email must explain why you do not agree with the relevant Director/Senior Manager's findings and ask that an Executive Officers' Panel is set up to consider your case.

The Panel will be made up of three people – two members of the Students' Union Executive and the Chief Executive – none of whom should have detailed knowledge of the matter. This means that the Panel cannot include any Executive Officer who may have advised you, or who may be involved in the complaint. The Students' Union President will arrange for the Panel to meet no later than 15 working days after this request.

- The Panel will investigate until they are satisfied that they have all the information they need. You may choose to meet them and explain your case. And you can take someone with you if you wish
- The Panel must be fair and can take any action they wish to ensure fairness
- The Panel will reach its decision privately and the outcome could either be to agree with the earlier decision of the senior manager (Stage 2) or decide something different
- You must be told what the decision is within five working days of the panel convening

The decision of the Executive Officers' Panel is final.

Department/ Service	Manager/ Lead Staff	Office	Email	Director
Societies & Sports	Holly Roberts	Get Involved Zone, C Floor	Holly.roberts@nottingham.ac.uk	martine.sheridan@nottingham.ac.uk
Volunteering	Kelda Skey	Get Involved Zone	Kelda.skey@nottingham.ac.uk	Martine.sheridan@nottingham.ac.uk
Student Living	Robert Henderson	Get Involved Zone	Robert.henderson@nottingham.ac.uk	Martine.sheridan@nottingham.ac.uk
Global Buddies	Karolina Eames	Get Involved Zone	Karolina.eames@nottingham.ac.uk	Martine.sheridan@nottingham.ac.uk
Representation & Development	Sam Nichols	C Floor Portland Building	Sam.nichols@nottingham.ac.uk	Ruth.southall@nottingham.ac.uk
SU Advice	Sian Williams	C Floor Portland Building	Sian.williams@nottingham.ac.uk	Ruth.southall@nottingham.ac.uk

Welfare & wellbeing	Jemma Adams	C Floor Portland Building	Jemma.adams@nottingham.ac.uk	Ruth.southall@nottingham.ac.uk
Welcome Zone	Nicci Boyes	Welcome Zone	Nicola.boyes@nottingham.ac.uk	Philip.smith@nottingham.ac.uk
SU Finance	Emma Birkinshaw	B Floor Portland	Emma.birkinshaw@nottingham.ac.uk	David.goodacre@nottingham.ac.uk
Sponsorship & Fundraising	Mikey Lappin	Get Involved Zone	Michael.lappin@nottingham.ac.uk	Philip.smith@nottingham.ac.uk
SU Print Shop	Ian Gibson	B Floor Portland	Ian.gibson@nottingham.ac.uk	Philip.smith@nottingham.ac.uk
Portland Coffee Company	Kevin Childs	B Floor Portland	Kevin.childs@nottingham.ac.uk	Philip.smith@nottingham.ac.uk
Mooch	Kevin Childs	A Floor Portland	Kevin.childs@nottingham.ac.uk	Philip.smith@nottingham.ac.uk
Spar	Kristian Bennet	B Floor Portland	Kristian.bennet@nottingham.ac.uk	Philip.smith@nottingham.ac.uk
SU Marketing	Maureen Thomson	D Floor Portland	Maureen.thomson@nottingham.ac.uk	Natalie.martin@nottingham.ac.uk
SU Insight	Sam Nichols	D Floor Portland	Sam.nichols@nottingham.ac.uk	Natalie.martin@nottingham.ac.uk
Human Resources	Paul Wells	C Floor Portland	Paul.wells@nottingham.ac.uk	David.goodacre@nottingham.ac.uk

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