

## **APPENDIX G PROCEDURE FOR COMPLAINTS AGAINST CUSU**

### **1. Introduction**

This procedure is for complaints against CUSU by its members, the University, external agencies and members of the public. Complaints may be made against elected officers and representatives of CUSU, staff of CUSU, the services or any other aspect of CUSU. (There is a separate procedure for complaints concerning the CUSU Elections.)

### **2. How to make a complaint**

CUSU strives to resolve complaints as quickly as possible and in the first instance complainants are encouraged to discuss their complaint informally with either a sabbatical officer and/or a senior manager of CUSU. If they do not wish to do so or still wish to make a formal complaint after informal discussions then it should be put in writing to the General Manager (or nominee).

The General Manager (or nominee) shall convene a formal meeting of a Complaints Panel to which the complainant shall be invited to put their complaint. This meeting shall be normally within 5 working days of receiving the written complaint.

### **3. Complaints Panel and Hearing**

The Complaints Panel shall consist of a Sabbatical Officer nominated by the President and who shall have no connection with the service, officer or any other aspect of the complaint and a Senior Manager who shall likewise have no connection with the complaint.

The Complaints Panel shall be supported by a minute taker and a nominee of the General Manager

The purpose of the Complaints Panel is to investigate the complaint and find if the complaint is substantiated and to instruct that appropriate action is carried out to remedy the complaint where possible.

The Complainant may be accompanied by his/her representative and can submit evidence, call witnesses and cross examine them.

The Panel shall ask the complainant questions, question witnesses and request any further information or witnesses it considers appropriate to investigate the complaint.

A written record of the Hearing shall be maintained and a copy given to the complainant.

A written response to the complaint shall be sent to the complainant within 10 working days of the hearing.

### **4. Complaints Hearing – Stage 2**

If the complainant is unsatisfied with the result of the first Complaints Panel Hearing then he/she may submit a complaint within 10 working days of the written response to the Panel's decision to the Stage 2 Complaints Panel which shall consist of the President and the General Manager.

The Stage 2 Panel shall be supported by a minute taker.

The same procedure shall apply to the Stage 2 hearing of the right to representation, calling of witnesses but also the written record of the first hearing shall be submitted.

The hearing shall normally be held within 5 working days of receipt of the written request for a Stage 2 Hearing.

The written response of the Stage 2 Panel shall be sent within 10 working days of the hearing.

### **5. Complaints to the Board of Trustees – Stage 3**

If the complainant is not satisfied with the outcome of the Complaints hearings (both stages) then the complainant has the right to submit a formal complaint to the CUSU Board of Trustees which should be carried out within 10 working days of the receipt of the written response to the Stage 2 Complaints Panel outcome.

The Board of Trustees shall determine a Trustees' Complaints Panel which shall not include any trustee who has previously heard the case or had any connection with the case. The Trustees Complaints Panel shall allow the complainant to appear with his/her representative and shall call witnesses and consider the record of the previous Stage 1 and Stage 2 records.

The Trustees' Complaints Panel shall be supported by a minute taker.

The written response shall be sent within 10 working days of the hearing.

The decision of the Trustees' Complaints Panel shall be final.

### **6. Complaints against the Sabbatical Officers**

A complaint against a Sabbatical Officer shall be discussed informally with the General Manager in the first instance. If the complaint cannot be resolved informally then it shall be investigated by the General Manager or his nominee and then he/she shall convene a Trustees' Complaints' Panel.

The procedure for a formal complaint hearing against a sabbatical officer shall be as at Stage 3 Complaint Hearing above.

The Trustees' Complaints Panel shall have the authority to report their findings or recommendations to the Chair of CUSU Union Council.