Bye-Law 8 – Complaints About Union

Purpose: To describe the process for raising and resolving complaints about the conduct of the Students' Union. It outlines which issues should be raised under the Union's Complaints Procedure and which should be addressed through other channels.

1. This bye-law applies to:
1.1 complaints against the Union regarding services provided or behaviour of staff, officers, or volunteers in their Union role
1.2 complaints about the behaviour of a group acting for or on the behalf of the Union.

2. This bye-law does not apply to:
2.1 political or representative issues (use campus representation structures or Student Members Meetings)
2.2 student to student complaints (use the University complaints process)
2.3 complaints about the University (use the University complaints process)
2.4 criminal matters (report to police)
2.5 a general enquiry or feedback (use the Union website)
2.6 a complaint regarding the Leadership Elections (raise with the Deputy Returning Officer via the Union website)
2.7 employment issues (refer to the Union's HR and People Department)
2.8 request for disclosure of personal information (this should be submitted via a Subject Access Request)
2.9 concerns about university accommodation (contact the Residential Service Team)
2.10 decisions made to refuse admission to Union venues under the Licensing Act 2003 (these decisions are final and cannot be appealed; however, if a student feels that procedures were not correctly followed then this may be grounds for a complaint)
2.11 complaints made against Clubs and Societies will be considered under the relevant campus procedure; the Union will work with Clubs and Societies to resolve complaints but will not intervene where individuals, not acting in an official capacity, have disagreements.

To use our charitable funds proportionately we will not investigate trivial, hypothetical, repetitious, or vexatious complaints which are not supported by evidence of a breach of ARU or Union's standards, or complaints which are abusive or offensive in nature. Anonymous complaints will not be dealt with through this procedure.