



M.1617-21 Motion to amend SO 8007 Complaints Procedure

HUU Notes:

1. That the current HUU Complaints Procedure is outdated and no longer fit for purpose.

HUU Believes:

1. That the following amendments to the Standing Order should be made:
 - Clarification regarding the difference between 'complaint' and disciplinary matters.
 - Introduction of a formal complaint form to ensure clear and consistent information is collected.
 - Clarification that complaints about staff will be handled through HUU Human Resources procedures
 - Reference to informal resolution
 - Introduction of an investigation stage and investigation lead
 - Removal of hearings in open session to consider complaints
 - Clarification of timescales
 - Removal of the requirement for 18 members of Union Council to hear appeals and the introduction of a Complaint Review Panel.
 - Bring the final right of appeal to the University in line with the University Regulations on the Investigation and Determination of Complaints and remove reference to contact with the four external Trustees.
 - Introduce a reporting process to the HUU Board of Trustees for monitoring and enhancement purposes.

HUU Resolves:

1. To recommend the appended SO 8007 for approval by the HUU Board of Trustees for implementation from July 2017.

Proposer: Amy Jackson, VP Activities

Seconded: Simon Hernandez, VP Scarborough

**STANDING ORDERS GOVERNING COMPLAINTS AGAINST MEMBERS OF HUU
OR AGAINST HUU, THE CHARITY**

Introduction

1. This standing order is designed to ensure that there is a fair and systematic approach to the investigation and resolution of complaints. HUU aims to provide high quality services, activities and experiences, 'Be Outstanding' is one of HUU's values. Complaints are both a way to address specific issues and a means for us to make lasting improvements in our organisation.
2. Where members, University staff or the wider public consider that we are failing in this aim we encourage them to make a complaint. Students also have the right to make a complaint if they claim to have been unfairly disadvantaged as a result of opting out of HUU membership.
3. Examples of the types of issues which may be the subject of complaints include, but are not limited to:
 - The fair and equitable conduct of democratic processes
 - The provision of goods and services of an acceptable standard
 - The implementation of HUU policies and processes
 - The conduct of societies and sports teams in line with their constitutions.
 - The conduct of student media in line with their agreed protocols.
4. Complaints about the behaviour of other student members on HUU premises or at HUU events will normally be addressed through HUU Disciplinary Procedures (SO 8012).
5. All complaints will be dealt with fairly and promptly.
6. Complaints should normally be made in line with the timescales outlined here, however complaints submitted outwith the timescales will be considered on a case by case basis and should include a rationale regarding the reason for late submission.

Informal Complaint and Resolution

7. We expect that many complaints can be resolved via an informal discussion about the matter at the earliest opportunity. We encourage complainants to explore this route in the first instance. Concerns should, therefore, be brought to the attention of a staff member, service manager or Student Officer responsible for the area in question. Informal complaints may be received orally or in writing.
8. The recipients of informal complaints are responsible for responding to them promptly and fairly. This would normally be within seven working days of receiving the complaint.
9. Where practical informal complaints will be captured and logged within departments and the information used for review and enhancement.

Formal Complaints

10. A formal complaints process will only be followed when a complaint is submitted in writing using the HUU Formal Complaints Form.

11. Complaints will be considered valid if the complainant:

- provides details of their name, address and telephone number
- gives clear grounds for complaint by providing details of the event or occurrence giving rise to the complaint.
- raises the complaint within 10 working days of the event or occurrence.

12. Informal resolution will be explored if this route has not previously been considered.

13. Complaints relating to staff conduct or behavior will be handled through HUU Human Resources.

Complaints regarding HUU Elections and Referenda

14. Complaints regarding incidents in HUU elections and referenda processes should be received within 24 hours of the incident in question and by the last day of voting.

Complaints Regarding Elected Student Officers

15. The process for the consideration of complaints against elected Student Officer trustees is set out in the Terms and Conditions and Code of Conduct for Student Officers. Where complaints relate to failing to undertake the duties and role of the post to which the Student Officer trustee is elected the complaint will normally be considered through democratic processes including motions of censure, caution and no confidence. Where complaints relate to issues of conduct or behaviour these will normally be considered through HUU's Human Resources processes.

Formal Complaint Investigation

16. On receipt of a formal complaint HUU will appoint a suitable complaint investigation lead, a member of staff or Student Officer, who will investigate the matter and subsequently produce an overview report, normally within 15 clear days of the receipt of the complaint.

17. During the investigation stage the complainant and others involved may be asked to provide verbal or written evidence for clarification and additional information.

18. If the complaint is against a club/society/committee, their Chair/President or relevant nominee will normally represent them in the investigation stage.

Confidentially

19. All those involved in the investigation or consideration of a complaint in any capacity, including the complainant, should respect the confidentiality of the process and of any document or information generated through the process.

Complaints Panel

20. The Complaints Panel will be established dependant on the nature of the complaint but will normally consist of not less than three members, including at least one elected Student Officer.

21. No formal hearings will take place.

22. A Complaints Panel may decide to partially or fully uphold the complaint or rejected complaint. The Complaints Panel may identify action or actions which need to be taken in order to address the issues raised.
23. Where evidence suggests that the outcome of the complaint may be disciplinary investigation regarding a student or HUU staff member a separate disciplinary process will be initiated and the relevant timescales used. Complainants will be informed in writing of this decision. It may not be appropriate to share specific details affecting individual students or staff members with complainants, particularly where disciplinary action may be taken.
24. The decisions of the Complaints Panel will be confirmed in writing to all parties within 3 clear days of a decision. The decision letter will include reasons for the decision of the panel and information about the review process.

Review

25. If the complainant is dissatisfied with the decision of the Complaints Panel, he/she may request that the issue is referred to the Complaints Review Panel by writing to the President within 5 clear days of receiving the Complaints Panel decision. Grounds for the requested review should be included. The President will arrange for the Complaints Review Panel to meet no later than 10 clear days after the request is received.
26. A review will normally only be undertaken on the grounds of significant new evidence that has not been considered, that the correct process has not been followed or that the decision is irrational.
27. A Complaints Review Panel will normally consist of not less than three members, including at least one Student Officer. The panel will include staff / officers not involved in investigating or considering the original complaint.
28. HUU will consider the merit or relevance of inviting an external member (such as a member of University staff) to participate in the review panel.
29. The Complaints Review Panel will review the evidence, may request copies of investigation materials and evidence deemed necessary, and will normally report on its findings within 15 clear days of the submission of the review request.
30. The panel will decide whether the review is partially or fully upheld or rejected and may refer the matter back to a complaint investigation lead for re-investigation. The panel will identify any additional action to be taken including any action to enhance the HUU complaints process.
31. The decision of the Complaints Review Panel will be confirmed in writing to all parties within 3 clear days of a decision. The decision letter will include reasons for the decision of the panel and information about the right of complaint to the University.

Right of complaint to the University

32. In the event of the complainant not being satisfied, they may request that the issue is referred to the University in accordance with the Regulations for the Investigation and Determination of Student Complaints. Recourse to the University is limited to challenging the application of the procedure through which the complaint was investigated by the Students' Union.
33. Where the University Complaints Officer upholds the complaint the Students' Union shall re-consider the original complaint, taking into account any evidence, obtained

through the University's investigation, addressing any defect in the application of the Students' Union's procedures identified by the Complaints Officer.

Reporting

34. An anonymized record of formal complaints received by HUU, and their outcomes, will be received by the HUU Board of Trustees at every Trustee Board meeting. The Board will utilise this information to identify areas of concern or enhancement.

Passed at Union Council: 15 October 2012

Hull University Union Complaints Form

Section about complaints process/commitment to resolving issues/etc.

About You	
Name	
Address	
Email Address	
Telephone No.	
Student No. <i>If a UoH student</i>	

What is your complaint about? (please tick all that apply)	
The services, facilities or products provided by HUU	
The conduct of an employee at HUU	
The conduct of an elected Student Officer	
The misconduct or behaviour of a member of HUU, using facilities, premises and services or attending events organised by HUU or an HUU student groups	
Materials or documentation produced by HUU or HUU student groups	
Actions contrary to the Constitution, Bye-Laws or other governing documents of HUU.	
An external organisation or visitor delivering a service for HUU	
Disadvantage arising from opting out of HUU membership	
Other	

Your Complaint

Have you raised this matter with a member of HUU staff Student Officer? *If yes, please state who and the date raised.*

What was the outcome of raising this matter with a member of HUU staff / Student Officer?

Details of your complaint

Please provide as much detail as possible about your complaint.

Attempts at Resolution

Please summarise your attempts to resolve your complaint informally.

How would you like your complaint to be resolved?**Signed:****Date:**

Completed complaint forms should be emailed to HUU Executive Support XXX@hull.ac.uk or returned to the reception desk on the Ground Floor in Student Central, University of Hull, Cottingham Road, Hull, HU6 7RX.

We aim to respond to all complaints within 15 clear days of receiving this form.

HUU Office Use Only

Date received:

Date acknowledgement sent:

Date response sent:

Outcome: