**Arts SU Members Complaints** **Form**

The full Arts SU Members Complaints Procedure can be found here: <https://www.arts-su.org/complaints/>

|  |  |  |  |
| --- | --- | --- | --- |
| **Name:** |  | **Date:** |  |
| **Preferred Contact Details:** |  |
| **Are you a (please circle):** | Student/Member of the Public/Staff Member/Student Group/Other |
| **Student ID (where applicable):** |  |
|  |
| **Details of Complaint:** | (please provide as much detail as possible) |
|  |
| **If you have already discussed this complaint with a member of SU Staff or Officer please provide details:** |
|  |
| **Suggestions for Resolutions:** | (what outcome are you looking for?) |
|  |

**Please email this form to:** **info@su.arts.ac.uk**

**Arts SU Complaints Guidance Notes**

The full Arts SU Complaints Procedure can be found here: <https://www.arts-su.org/complaints/>

However, please see below for basic guidance and FAQs regarding the complaints procedure.

**My complaint is about a member of student or permanent staff, how will this be dealt with?**

If the complaint is about a member of student staff, the complaints procedure will continue as normal, but the case would be referred to the HR Procedures for consideration.

*Edward has submitted a complaint about Victoria, a member of student staff refusing to allow him to use the disabled toilet. The complaint handler conducts a preliminary investigation and determines that the complaint will need to be dealt with formally, and Toby’s case is referred to the Union’s HR Procedures.*

If the person you have complained about holds a number of positions within the union (i.e. a Committee member and a member of student staff) the complaint handler will ensure that the complaint is considered in line with the correct policies and procedures. As an example:

*Angela has submitted a complaint about Toby, the President of the Judo club for using derogatory language towards her in emails. When the complaint is logged, the complaint handler notices that Toby also works in the café; this is logged on the complaint record. The complaint handler conducts a preliminary investigation and discusses the case with the Café Manager. The complaint handler determines that the complaint will need to be dealt with formally, and Toby’s case is referred to the Disciplinary Procedures. At the end of the Disciplinary Proceedings, Toby is removed from his position as the President of the Judo Club. This outcome is referred to the Café Manager for further consideration in accordance with the Union’s HR procedures. On this occasion, it is determined that the complaint is sufficiently serious that Toby should not be allowed to continue to work for the union and his contract is terminated in accordance with employment law and the Union’s HR Procedures.*

**My complaint is about a policy which isn’t being implemented properly. How will this be dealt with?**

Union policy is created by Student Council, the Executive Committee and Officers. Once agreed, this mandates the staff team to carry out that policy. If your complaint is about the way a policy is being implemented, the complaints procedure would carry on as normal and would be investigated by a Senior Member of Staff. The outcome of such a complaint may be that the staff involved are subject to the Union’s HR Procedures or it may be that the resolution is simply a change in the way the policy is being implemented. Where it is found that the difference in implementation is down to political interpretation, the complaint may be referred back to the Student Council or Executive Committee to make a decision before proceeding any further.

**My complaint is about one of the elected Sabbatical Officers. How will this be dealt with?**

The four elected sabbatical officers are accountable to the student body and the trustee board but they also have employment contracts with the Union. If your complaint relates to the performance of one of the sabbatical officers it is likely that the complaint will be considered by the Trustee Board, or that you will be referred to Student Council or the Union’s Bye-Laws. However, if your complaint refers to behavior which constitutes a breach of their employment contracts (i.e. bullying, harassment etc) this may also be dealt with in accordance with the Union’s HR Procedures.

*Sarah the Education Officer has been arguing with Jamie on a Facebook group about her campaign to increase diversity in the curriculum. Jamie disagrees that there is the need for this campaign and feels that it discriminates against white men. Jamie submits a complaint to the Union asking for the Union Officer to be removed from post. In this case, the complaint is referred to the Student Council, and Jamie is asked to submit a motion to mandate the union to stop or change this campaign. The motion fails and the campaign is allowed to continue.*

*Sarah posts derogatory messages on Facebook about Jamie and asks her Facebook friends to do the same over a period of 6 weeks. Jamie submits a complaint that Sarah is harassing him and he has had to delete his Facebook account. In this case, the complaint is referred to the Disciplinary Procedure and Sarah is found to have harassed Jamie. The outcome is referred to the Trustee Board for consideration who decide that Sarah has acted inappropriately. A vote of no confidence is held and that outcome is referred to the HR Procedures; Sarah’s contract is terminated.*

**What if it’s not about a person?**

The complaints procedure also covers complaints about services or provisions on offer by the students’ union. For example:

*Jenny (a member of the public) purchased a sandwich from the café which contained shellfish, which she is allergic to. Jenny felt that the signage was not sufficiently clear to show that the sandwich contained shellfish. This was referred to the complaints procedure and was partially upheld; the café now has additional signage around the till which outlines the allergens found in our products.*

**