

Bangor University Students' Union (Undeb Bangor) Articles of Association: Bye-Laws

Bye-Law 9 – Complaints Procedure

This Bye-Law is the property of the Trustee Board and can be amended by the Trustee Board, Undeb Bangor Council and the Undeb Bangor General Meeting, in line with their procedures.

Any student unhappy with anything at Bangor University Students' Union (Undeb Bangor) can complain.

Complaints can be about anything and can include teams, departments, services, student groups or an individual.

Informal Complaints Process:

Most complaints can be resolved informally.

- The first step is to contact the person responsible for the area your complaint relates to e.g. Sabbatical Officer Trustee, Student Opportunities Group Leader or Staff Member.
- Include your contact details in the message and we'll get back in touch within 5 working days.
- If your matter is resolved no records will be kept as it has been considered an informal complaint.

Formal Complaints Process:

If you are unhappy and wish to escalate your complaint or believe you believe that your complaint is too serious for the Informal Complaints Procedure then we have a Formal Complaints Procedure you can follow.

The Formal Complaints Procedure is there if:

- You are not satisfied with the response you were given after your informal complaint
- You feel your complaint is very serious.
- You have opted out of your Students' Union membership and feel that you have been disadvantaged by this.

Step One: You need to start by completing and submitting a complaints form. This can be found on www.undebbangor.com or by visiting the Undeb Bangor Student Centre. It's really important that your complaint meets the following criteria. If any stages are missed then we are unable to investigate your complaint.

You must:

- Address your complaint to the President who will then in most cases ask the Students' Union Director to arrange for an Undeb Bangor Manager to investigate it.
- If the complaint is about the President please address it to the Students' Union Director who will arrange for it to be passed to the Trustee Board.
- Submit your complaint within 28 working days of the event or incident that you are complaining about, unless there are exceptional circumstances.
- Provide details of your name, contact address, email address and telephone number.
- Provide details of the event or occurrence you are complaining about.

Step Two: We will let you know that we have received your complaint within 3 days of receiving it. If your complaint meets the criteria detailed within this Complaints Procedure then it will be investigated and those involved may be asked to provide evidence, although no formal hearings will be held. As part of this investigation the President or Undeb Bangor Manager will also consider whether to refer the complaint onto another relevant body (e.g. Undeb Bangor Council Chair, Senior University Staff Member or the Police).

Step Three: You will receive a written response with 15 working days. This response will cover all the findings of the investigation and, if applicable, will outline any further action which is being taken. This might include

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recommendations, changes to the way Undeb Bangor works or a referral for disciplinary investigation in relation to the conduct of an individual student, staff member or group of students. You should be aware that for reasons of confidentiality we may not be able to share the outcome of any disciplinary investigation that follows your complaint. If the complexity of the case means that we expect it to take longer than 15 days we will let you know as soon as we can.

Appeals Process:

If you feel that a significant procedural error occurred in the investigation of your complaint, or if you have new evidence which could not have been made available during the initial investigation, you have the right to appeal to the Students' Union Director within 15 working days. The Students' Union Director will determine the most appropriate method of conducting the review, and will normally confirm their decision within 15 working days of receiving your appeal. If your appeal is upheld, the original decision will be reviewed and appropriate modifications made. If your appeal is not upheld we will write to you to explain that you have the right to raise the complaint with Bangor University. Undeb Bangor takes all complaints very seriously. We record and report the themes from our complaints to the student membership and Trustee Board on a regular basis. Proceedings and records relating to Undeb Bangor's Complaints Procedure will, as far as is practical, be kept confidential.

Upon completion of this procedure, if a student wishes, the complaint can be referred to the Pro Vice Chancellor Students (or nominee), as appointed by the University's governing body to investigate and report upon the complaint.