

Appendix 9

Complaints Procedure

1. Any student or group of students who are dissatisfied in their dealings with the Union or claim to be unfairly disadvantaged by reason of having exercised their right to be released from Union membership shall have the right to complain.
2. All complaints should be dealt with promptly and fairly and should be investigated and resolved in the following stages:
 - Stage 1: Complaints should be addressed to the Line Manager or Sabbatical Officer in charge of the relevant area
 - Stage 2: If this is not resolved to the satisfaction of the complainant the complaint should be addressed to the SU President.
 - Stage 3: If still dissatisfied the complainant should address the complaint to the University in conjunction with the Students' Union.
 - Stage 4: If still not satisfactorily resolved the complaint should be addressed to an independent person appointed by the University and Students' Union to adjudicate the case.
3. If the complaint is upheld there should be effective remedy.

Holding Officers to account

1. Students Union Council shall be responsible for ensuring that Union Officers are fulfilling their job roles effectively:
2. Students' Union Council can do this by one of the following:
 - 2.1. Motion of Censure**
 - 2.2. This is a formal recognition that a Union Officer has failed in his or her duty. Effectively a public slap on the wrists.
 - 2.3. Motion of Commendation**
 - 2.4. This formally recognises that a Union Officer has performed well in his or her job. Effectively a public pat on the back

2.5. Motion of No Confidence

2.6. This says that Students' Union Council has no confidence in the Union Officer's ability to carry out his or her job. This relieves the Union Officer from his or her position and opens that role for re-election.

2.7. A Motion of No Confidence may be called for the following reasons:

2.7.1. Three motions of Censure have been passed against a single Union Officer

2.7.2. Gross Negligence

2.8. Each of these motions must be accompanied by adequate supporting evidence