

- 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 Board of Trustees.
  - Stage 4: If still dissatisfied the complainant should address the complaint to the University in conjunction with the Students' Union.
  - Stage 5: 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.