

Appendix 1 – Proposed Complaints Bye-Law (clean version)

1. Who can make a complaint?

- a. Any Member or group of Members dissatisfied with their dealings with the Union has the right to make a complaint.
- b. UCL students also have the right to make a complaint if they believe they have been unfairly disadvantaged as a result of opting out of Union membership.
- c. Any visitors to the Union also have the right to complain if they are dissatisfied with the service they have received.
- d. Students' Union UCL and UCL take all complaints regarding sexual misconduct, bullying and harassment seriously. These complaints must be made through the University's "Report and Support" to enable these to be investigated appropriately. Sabbatical Officers will review data from Report and Support regularly with UCL. Members may also report any incidents of hate crime anonymously to the Hate Crime Reporting Centre.
- e. All complaints will be dealt with fairly and promptly.

2. Making a Complaint

- a. A formal complaint should be made in writing within ten working days of the incident (by letter, email, website form) to either SU.Complaints, the Chief Executive or a manager.
- b. Where the complaint relates to the Chief Executive or a Sabbatical Officer, these complaints will be reviewed by an external trustee.
- d. Complaints will only be considered valid if the complainant:
 - i. Provides their name and contact details.
 - ii. Provides details of the event of occurrence giving rise to the complaint.
 - iii. Raises the complaint within 10 working days of the event or occurrence giving grounds for complaint unless there are exceptional circumstances.
- d. Complaints will be considered in scope if the incident giving rise to the complaint relates to the conduct of another member, or members, specifically in the context of Union membership, or concerns the conduct of a member of staff, or concerns a service provided by the Union.
- e. Complaints relating to the conduct of Union members or groups of members will be managed under the Disciplinary Procedures as set out in Bye-Law 13.
- f. Complaints relating to Union staff conduct will be referred to staff disciplinary procedures and managed through an internal process.
- g. Complaints relating to elections will be managed through the process as set out in Bye-Law 9.
- h. The Union will not consider the same complaint multiple times, including when the original complaint is not upheld. A member or group raising the same complaint repeatedly will have their complaint rejected as vexatious.