

AGD: Complaints Procedure

Proposer: Mahmudur Rahman, Democracy Operations & Community Officer

Union Council Notes:

1. The Union has reviewed the current complaints process, procedures and guidance as the current process is not seen as fit for purpose.
2. The Union wishes to introduce a toolkit that will give a clear framework for how complaints should be handled, enabling the Union to deal with future cases effectively and efficiently benefiting students.
3. The new procedures means that there is simple clear process for all complaints that come from students and the general public.
4. It is proposed that all complaints go via one nominated Union staff member referred to as the complaints co-ordinator who is responsible for 'triaging' complaints and then allocating them to appropriate people within the Union.

Union Council Resolves:

1. To amend Bye Law 15 as attached.

