



LSU Complaints Procedure

This procedure has been designed so you are aware that the Union listens and is always seeking continuous improvement. The complaints procedure aims to be an open, honest process that keeps you informed. The Union welcomes complaints, as they are a way to ensure continuous improvement in our service provision. An individual complaint against the Union – service provision, staff or officer behaviour - may arise from a number of causes and it is desirable that any such complaint be resolved quickly and informally.

There are 2 sections to the procedure. The first is for raising the complaint – where you are dissatisfied with any aspect of the LSU experience. The second is the final appeals section, if you are dissatisfied with the outcome of your initial complaint. The Union would expect most complaints would be resolved at the first stage.

At all stages of the complaints procedures students are entitled to be accompanied by another student or trade union representative

Stage One

Raising your complaint

If you have a complaint about any aspect of Liverpool Students' Union we would hope you can resolve the matter with the immediate service provider or if relating to a person the President or Chief Executive. You should put your complaint in writing addressed to your the relevant person. They will investigate your complaint and reply in writing, giving you an appropriate timescale for resolution. It is likely they may wish to talk to you to get further details regarding your complaint.

Stage Two

Taking your complaint further

- a) If you are not satisfied with the response you shall notify the Chief Executive in writing.
- b) The Chief Executive will acknowledge receipt of your complaint and they (or their nominee) will meet with you to reconsider the matter.
- c) If the matter is not able to be resolved, you may refer it to an appeal.

d) If the matter is about the Chief Executive then you should address your complaint to the President.

Exceptionally, where a complaint investigation leads to disciplinary investigations LSU may defer action under the procedure. However we will ensure you are kept informed at all times of the reasons for any delay.

Stage Three

Appeal

- (a) If the matter is not able to be resolved you will notify the Chief Executive within seven days in writing of the failure to agree. The matter will then be referred to appeal committee of the Trustee Board with the support of the Chief Executive or nominee.
- (b) At the appeal committee meeting that meets to hear your complaint you will be entitled to appear but will be asked to leave whilst the board make a decision. The appeal committee may seek the advice & guidance from external sources.