



## Complaints Procedure

### Introduction

SUSU has a complaints procedure laid out in Standing Order 8 of the Rules ([which can be found here](#)). This policy sets out the procedures we will follow when we receive a complaint from users of the Advice Centre. The procedure is designed to provide a means to resolve a dispute between the Advice Centre and any complainant regarding the service received. A complainant has the right to be accompanied by a third party throughout the complaint process. All complaints will be recorded and kept on file and will be treated in accordance with the Confidentiality Policy of the Advice Centre. A copy of this Complaints Procedure will be displayed in The Advice Centre.

### Stage 1

The complainant should email the Director of Advice and Representation to discuss the complaint. S/he will endeavour to resolve the matter at this stage and will invite the complainant to discuss the complaint. S/he will inform the complainant of the outcome by email within 5 working days of meeting the complainant. If the complainant remains dissatisfied, or if the complaint is against the Director of Advice and Representation, the procedure set out at Stage 2 will be followed.

### Stage 2

The complainant will be asked to email their complaint to the Chief Executive, providing as much detail as possible. The Chief Executive will investigate the complaint and attempt to resolve the matter at this stage. The complainant will receive a response from the Chief Executive within 10 working days of the complaint being received. The response will summarise what investigations have been carried out and what action, if any, is proposed to resolve the matter. If the complainant is not satisfied at this stage the procedure set out at Stage 3 will be followed.

### Stage 3

Where the matter is not resolved at Stage 2, the Chief Executive will refer the complaint to the Union President, in accordance with stage 1.3 of SUSU Standing Order 8, sending copies of all correspondence. If the President deems that the complaint has been dealt with satisfactorily, and that there are no grounds for further action, s/he will write to the complainant summarising the procedure that has been followed and the action that has been taken and advising the complainant of her/his decision that no further action is warranted.

If the President deems that the complaint warrants further action, a Complaints Panel will be convened, comprising the President and two other Sabbatical Officers. The panel will review the decision made at Stage 2 and may seek further clarification from any of the parties involved. The Complaints Panel will notify the complainant of its decision and the reasons for that decision within 15 working days of having received notice of the complaint. The Panel's decision will be final.

**If you wish to make a complaint about The Advice Centre please email the Director of Advice and Representation, [sonia@susu.org](mailto:sonia@susu.org).**