**Formal Complaints Procedure**

Worcester Students’ Union (WSU) is committed to providing high-quality services. It acknowledges that, to ensure continued success, instances of dissatisfaction need to be reported and addressed, wherever possible. **If you have a concern about a particular aspect of a service provided by WSU we ask that you, in the first instance, raise the matter as soon as you can with an appropriate member of WSU staff.**

WSU acknowledges that there are occasions when matters cannot be dealt with or resolved in this way or when a more formal, documented approach is appropriate. The form below is designed to help you to initiate a formal complaint about any aspect of a service provided by WSU.

If the complaint regards a matter that may invoke a formal Disciplinary Panel, the procedures as set out either in WSU’s Code of Conduct (for Members and Officer Trustees) available [**here**](https://www.worcsu.com/pageassets/yourunion/aboutwsu/documents/WSU-Code-of-Conduct-28-05-2020.pdf) or in the Employee Handbook will apply, as appropriate.

The receipt of complaints and subsequent actions are recorded by WSU and are monitored by the Chief Executive and the Trustee Board, who can identify any recurrent problems and ensure a consistent and positive approach to complaints is maintained.

**Confidentiality** will always be maintained during investigations by all involved. Complainants who are full WSU Members (see Bye Law 1 [**here**](https://www.worcsu.com/pageassets/yourunion/aboutwsu/documents/WSU-Bye-Law-01-Membership(3).pdf) for details of who are WSU Members) will be expected to abide by the same principles and any breach of confidentiality will be investigated as a disciplinary matter.

If the complaint indicates evidence of potential criminal activity or harm to an individual, WSU reserves the right to break confidentiality. If this is required, it will be at the agreement of the Lead Trustee of the Trustee Board, who shall be a Lay (external) Trustee.

We will treat anyone who complains with courtesy and respect, and we expect that complainants treat WSU staff involved in any investigation in the same way. WSU reserves the right to cease communicating with any complainant who does not behave in this way. We are keen to ensure an honest process, where all parties are patient and co-operative, and keep to agreed actions.

We will take all complaints seriously and do our utmost to try and resolve the complaint and to learn from all complaints, as an organisation committed to continuous improvement. We will not, however, investigate minor, hypothetical, repetitious or vexatious complaints which are not supported by evidence of a breach of standards.

**Complaint Form**

**Name**

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**Address and postcode**

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**Mobile number**

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**Email**

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**Student ID number (if applicable)**

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**Date**

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**Have you already raised this matter with a member of WSU staff?**

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**If yes, to whom was the matter addressed and how and when** (e.g. verbally, by email, etc.)

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**Details of your complaint** (please provide a clear description of the issue – if you need more space, please attach a separate sheet)

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**What resolution would you like to see?**

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## **Where to send the completed form**

Completed complaint forms should be sent directly to WSU’s Chief Executive at Worcester Students’ Union, Henwick Grove, Worcester, WR2 6AJ or by email: [s.williams@worc.ac.uk](mailto:s.williams@worc.ac.uk).

## **What happens next**

The complaint will be dealt with by an appropriate member of WSU’s management team, designated by the Chief Executive.

You will receive an acknowledgement of your complaint within 5 working days and will then normally receive a substantive response, in writing, within 20 working days.

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| **For SU Office Use Only** |  |
| Reference Number:  Date Received: |  |
| Person dealing with complaint:  Date acknowledgement sent:  Response date:    Signed: | |