

Bye-Law 5: Complaints

6.1 A member or group of members who are dissatisfied in their dealings with the Union or who claim to be unfairly disadvantaged by reason of their having exercised their right not to be an ordinary member shall submit their complaint in writing to union.info@uea.ac.uk.

6.2 The complainant shall receive formal acknowledgement of their complaint within five working days, which would outline the eligibility of the complaint for further investigation. Complainants will receive an update on the investigation within ten working days. The outcome of the complaint shall be sent within fifteen days of the initial receipt of the complaint, which will include details of the right to appeal. If necessary the union can request more time to investigate with just reason.

6.3 If after ten working days from the receipt of a complaint the complainant is not satisfied with the action taken by Union to remedy their complaint they may appeal in writing to the Management Committee

6.4 If after ten working days from the receipt of an appeal to the Management Committee the complainant is not satisfied with the action taken by to the Management Committee to remedy their complaint they may appeal in writing to the next meeting of the Union Council. In the case of complaints against staff, they may appeal in writing to the Chief Executive, or to the Chair of Trustees

6.5 If the complainant is not satisfied with the action taken under Bye-Law 6.3 to remedy their complaint, or more than twenty working days have elapsed since the complaint was originally received, they may appeal in writing to the Director of Student Services.

6.6 If after ten working days the complainant or the Union is not satisfied with the action taken by the Director of Student Services they may appeal in writing to the Registrar and Secretary requesting that the complaint be determined by an independent person appointed by the University Council.

6.7 The Registrar and Secretary shall consult the Chair of the University Council who shall, unless the Chair determines the complaint to be frivolous, appoint an independent person to determine the complaint and whose decision shall be final and cannot be overturned by referenda.

6.8 The Union shall action any remedy determined by the Director of Student Services or the person appointed by the University Council. The Union shall action any remedy determined by the Dean of Students or the person appointed by the University Council.