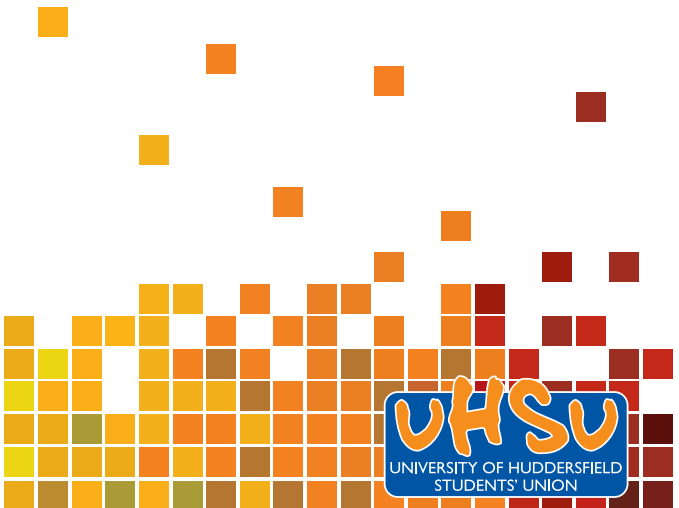




University of Huddersfield Students' Union

Complaints Procedure





Are you happy with your Students' Union?

We are committed to providing a quality service to our members at all times. This means we need to look constantly at ways to improve how we work. You are very important to us so we welcome your views to help us maintain and improve our service.

If you are unhappy with the quality of the service or the manner in which the service was provided please tell us about it – informally or if you prefer, formally in writing using the process outlined in this leaflet.

It is important when contacting us that you provide as much information as possible to help us to deal with your complaint quickly and efficiently. We will deal with complaints in confidence; be polite, helpful and positive and fair to all.





If you're not happy...

If you have problems or concerns with any aspect of the Students' Union, its services, staff or facilities there are procedures in place for you to make a complaint.

Although complaints are treated confidentially, you cannot make an anonymous complaint.

Informal/verbal complaints about a service should be made to any Union officer or staff member within that service area. You will be able to talk over the situation, raise your concerns and explore whether the issues which concern you can be resolved informally.

However, if you don't feel that this would achieve a solution, or you have unsatisfactorily raised the issues verbally, you can make a formal complaint.





How do you do this?

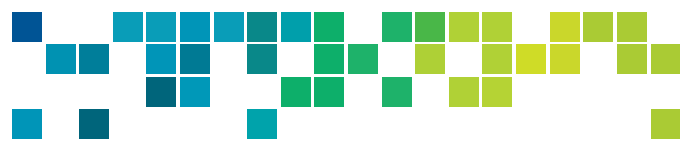
You will need to put your concerns in writing and address them to the President of the Students' Union, but if the complaint is about the President, the letter should be addressed to another member of the Executive Committee. The letter should include:

- Your name and contact address/telephone number
- The reason for your complaint
- If you have already raised the issue informally, you should say who you spoke to, when and what happened
- What outcome do you think would resolve your complaint

What happens next?

You will receive a written response to your formal complaint within 10 working days. Investigations will be made by the President with the support of the General Manager/staff member. If your complaint is about a member of staff, the President will refer the complaint to the General Manager for investigation.





And then what?

Your complaint will be investigated thoroughly and resolved within 20 working days of receiving the complaint. We will let you know if this procedure is delayed for any reason. The result of the complaint will be sent to you in writing as soon as possible after the investigation is completed.

If you are not satisfied with the outcome of the investigation, you may write to the Students' Union Board of Trustees who will independently look into the issues and if this is unsuccessful, you can take your complaint to the University Secretary for consideration by an independent member appointed by University Council.

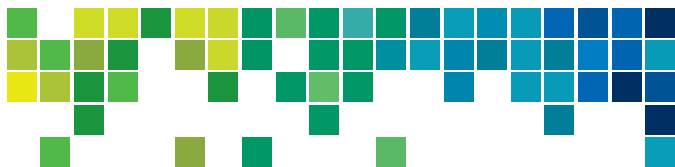
Where can you find the full document?

A full copy of the Complaints Procedure can be found within the Students' Union Constitution and can be downloaded online by visiting

www.huddersfieldstudent.com/yourunion.

The section specific to complaints is By Law 9 – Members Complaints Procedure.





Printed on 80% recycled paper.
This leaflet is also available digitally
www.huddersfieldstudent.com



University of Huddersfield Students' Union

Queensgate, Huddersfield.
West Yorkshire. HD1 3DH

T: 01484 538156

E: students.union@hud.ac.uk
www.huddersfieldstudent.com

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