**Complaints Procedure**

Everyone at the Students’ Union wants our members, partners and customers to be happy with our services and activities. However, from time to time things can and sometimes do go wrong, and you may feel you wish to complain. This document explains what you can do.

***Complaints about elections:*** *Complaints relating to students’ union elections are handled via a dedicated procedure as issued by the Deputy Returning Officer. For information please email* [*su.returningofficer@keele.ac.uk*](mailto:su.returningofficer@keele.ac.uk)

***Complaints about the University***

*If you wish to raise a complaint about Keele University, the university complaints procedures are available at* [*https://www.keele.ac.uk/studentcomplaints*](https://www.keele.ac.uk/studentcomplaints)*. You may wish to seek support from ASK, who deliver free, independent, confidential, advice and support. ASK is situated on the ground floor of the Keele SU building, or can be accessed via* [*www.keelesu.com*](http://www.keelesu.com)*.*

**Informal Procedure**

If you are unhappy about any aspect of Students’ Union services or activities, we want to solve your problem as quickly as possible. The best way to do this is for you to talk to a relevant member of our team, explaining what is wrong and what they can do to correct it. They, or their manager, will endeavour to put it right immediately. If this is not possible they will tell you what they are going to do. If you remain unhappy and want to take the complaint further, you will need to follow the Formal Complaints Procedure.

**Formal Complaints Procedure**

***Stage 1***

Complete the Keele SU Complaints Form (beneath) and return it to [su.feedback@keele.ac.uk](mailto:su.feedback@keele.ac.uk). Be sure to provide as much detail as possible so we can look into the issue fully.

Your complaint will be forwarded to the relevant department manager, or if it is about a manager, to their immediate line manager. That person should contact you within 5 working days to acknowledge receipt of your complaint.

The manager will investigate your complaint based on the information provided, and will write to you to confirm what action they will take or have taken within 15 working days.

If you are not content with the action, or if the manager has not responded within 15 working days, you may instigate stage 2 of this procedure.

In exceptional circumstances, for example for the most serious matters, a longer period of investigation may be appropriate, and the investigating person will write to you within 15 working days of receipt of your stage 2 complaint to inform you that this will happen, explaining how the investigation will proceed, and how long this is anticipated to take.

***Stage 2***

If Stage 1 of the complaints procedure did not resolve your complaint, or if the Manager did not respond, or if your complaint is about the Manager, you should write to [su.feedback@keele.ac.uk](mailto:su.feedback@keele.ac.uk) making reference to your Stage 1 complaint, and outlining why you are not happy with the response of the stage 1 process.

Your complaint will be forwarded directly to a member of the Senior Leadership Team to investigate further. If the complaint is about the Chief Executive, it will be forwarded to the Chair of Trustees.

The investigating person will acknowledge receipt of your complaint within 10 working days. Once they have investigated the matter, they will respond to you with the outcome of the investigation, detailing any action they have decided should be taken, within 20 working days of the Stage 2 complaint being received. In exceptional circumstances, for example for the most serious matters, a longer period of investigation may be appropriate, and the investigating person will write to you within 20 days of receipt of your stage 2 complaint to inform you that this will happen, explaining how the investigation will proceed, and how long this is anticipated to take.

***Stage 3***

If Stage 2 did not deliver a satisfactory result, you may wish to consider instigating a Stage 3 process by writing to [su.feedback@keele.ac.uk](mailto:su.feedback@keele.ac.uk) referring to both Stage 1 and Stage 2 processes undertaken to date, and explaining your reasons for taking the matter further.

Your Stage 3 complaint will be forwarded to the Chair of Trustees, or another Trustee if the Chair is implicated. This person will acknowledge receipt of your Stage 3 complaint within 15 working days of receipt.

The investigating person will convene an investigatory panel, to include at least one Officer Trustee and one External Trustee, plus any other people the investigating person feels valuable to the panel’s investigations, to consider the matter fully. As far as is reasonably practical, no people previously involved, or otherwise implicated in the complaint(s) will be on the panel.

The investigating person will endeavour to keep you informed about the timescales involved in this process, which should be completed as soon as practically possible, not ordinarily exceeding 6 weeks.

The panel may request that you attend a meeting so they may hear directly from you regarding your experience. You will be offered the opportunity to be accompanied by a friend if you wish to be supported.

Once the panel has completed its investigations, and made a decision, the investigating person will write to you to outline their findings and any actions to be taken. The findings of the panel will be considered as final and binding.

***University Route of Complaint***

If, after exhausting all stages of the Keele SU complaints procedure, you remain unsatisfied with our response, you may raise a complaint about the Students’ Union to the university, please see for details and to access the complaint form:

<https://www.keele.ac.uk/sas/academicservices/legalgovernance/governance/studentsunion/>

**Keele SU Formal Complaint Form**

(Please refer to the Keele SU complaints procedure available at [www.keelesu.com](http://www.keelesu.com))

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Your Name** | |  | | **Student Number (if applicable)** |  |
| **Preferred contact details:**  **If this is a complaint made by a group of students,** please give the name and contact details of one nominated point of contact. | | |  | | |
| **Complaint relates to:**  (please provide the details of the person or service this complaint relates to) |  | | | | |
| **Brief outline of the complaint:** Outline a factual statement of the circumstances of the complaint, including detailing any individuals involved in or witness to the issue. Attach any evidence or information in support of this complaint: | | | | | |
|  | | | | | |
| **What are you looking for as an outcome?** (Requested remedy will be considered but cannot be guaranteed). | | | | | |
|  | | | | | |
| **List any documents attached**  **to support your complaint:** | | | | | |
|  | | | | | |
| **Signed:**  **Date:** | | | | | |