

Greenwich Students' Union Complaints Policy

1. Purpose

Greenwich Students' Union (GSU) is committed to providing a high-quality service to all students and stakeholders. This policy outlines how complaints can be raised, how they will be handled, and what outcomes can be expected.

What is a Complaint? A complaint is an expression of dissatisfaction or concern. In everyday life or customer service, it means reporting a problem with a product, service, or situation.

2. Scope

This policy applies to all students, members, staff, volunteers and visitors of GSU who wish to raise a complaint about the Union's services, activities, elected representatives, or staff - in line with By-Law 3.b 'Complaints Procedure'.

3. Making a Complaint

3.1 Who to Contact

- **Deputy Chief Executive:**

All complaints should be addressed to the Deputy Chief Executive, who may delegate responsibility for dealing with the complaint to an appropriate person or panel.

3.2 Valid Complaints

A complaint will be considered valid if the complainant:

1. Provides their name, address, and telephone number.
2. Provides details of the event or occurrence giving rise to the complaint.
3. Raises the complaint within **20 working days** of the event or occurrence, unless there are exceptional circumstances.

4. Complaints Process

1. The complaint will be logged and acknowledged.
2. If deemed valid, the complaint will be investigated. Evidence will be gathered, and those involved may be asked to provide statements. No formal hearings will be held.

3. A written response will be provided within **25 working days** of receipt of the valid complaint.

5. Outcomes

The written response will include:

- The findings of the investigation.
- Any mitigating circumstances considered.
- Any actions being taken if the complaint is upheld.

If the complaint is **not upheld**, the complainant can appeal to the Chief Executive within 10 working days.

6. Confidentiality

All complaints will be handled sensitively and confidentially. Information will only be shared with those who need it to investigate and resolve the complaint.

7. Review and Monitoring

GSU will regularly review complaints received to identify trends, improve services, and ensure fair treatment.

Other documents relating to this policy:

Safe Space Policy ([LINK](#))

GSU Bye-Laws ([LINK](#))