

STANDING ORDERS GOVERNING COMPLAINTS AGAINST MEMBERS OF HUU OR AGAINST HUU, THE CHARITY

POLICY

1. **Written Complaints against a Member(s)** Upon receipt of a written complaint from any person against a member(s), the President will decide whether the complaint could lead to disciplinary measures being taken. If this is the case he/she shall refer the complaint to a Disciplinary Panel who will deal with the matter as detailed in SO 8012. If not, the complaint will be referred to the Complaints Panel as outlined below.
2. **Written Complaints against HUU** Hull University Union (HUU) aims to ensure that there is a fair and systematic approach in the enforcement of policy and procedure adopted by its officers and constituent bodies. To further this aim any registered student of the University of Hull who wishes to complain about any matter related to the activities of HUU or about unfair disadvantage arising from non membership of HUU, other than for matters of a disciplinary nature, may complain to the Complaints Panel, by forwarding a written complaint to the President.

Where a student has a concern about the manner in which the above processes have been discharged, they can speak to one of the four independent Trustees, who will look into the matter and respond in writing.

COMPLAINTS PANEL

3. **Duties**

The Complaints Panel will hear written complaints referred to it against a member (as outlined in paragraph 1 above) and against Hull University Union.

The President, in accordance with the HUU Constitution, has a responsibility, upon receipt of a written complaint from any person against a member, members, or HUU to form a Complaints Panel consisting of:

- (a) **Voting members:**
 - (i) President (Chairperson)
 - (ii) Two other randomly drawn members of the Union Executive Committee (UEC) providing they or their area of responsibility are not involved in the complaint.
- (b) **Non voting members:**
 - (i) The General Manager, or in his or her absence, a member of staff nominated by the UEC, who is to advise the Panel on procedural and constitutional aspects.

4. **Interpretation**

In interpreting these Standing Orders the following matters are to be taken into account.

- (a) The provisions of the Standing Order Governing Standing Committees do not apply to the Complaints Panel or the Complaints Appeal Panel.
- (b) A 'clear day' does not include a Saturday, Sunday, Bank Holiday or University Holiday.
- (c) Within the text 'complainant' is used in the singular form; where applicable these are to be read as being in the plural. Where a complaint is made against a recognised HUU club or society, its chairperson or president is to enter a plea and answer on behalf of the club or society.

HEARING A COMPLAINT AGAINST HULL UNIVERSITY UNION (HUU) or MEMBER(S)

5. **Procedure**

A letter outlining the complaint should be sent to the President who shall then convene a meeting of the Panel. The hearing will normally be held between 5 and 10 clear days of the receipt of the letter. The President is to:

- (a) advise the complainant of the date, time and venue of the meeting in writing;
- (b) post notifications of the meeting on the Official Notice Board;

at least two clear days prior to the meeting.

6. The Panel shall hear evidence in open session from the complainant, who may be accompanied by a friend who shall be a member. The President shall ensure that both parties are given full opportunity to state their case and to question the evidence and statements made by the other party.

- a) if the complaint is against a member(s), they shall be allowed to give evidence in their defence
- (b) if the complaint is against a club/society/committee, their Chair/President will represent them.
- (c) if the complaint is against HUU, a member of UEC who has responsibility for the area of complaint will give evidence in HUU's defence.

Members of the Panel are also given the opportunity to put questions.

7. When all the evidence is heard the Panel shall go into closed session to consider the merits of the complaint. If after discussion in private session the Panel wishes to reconvene the hearing, the Chairperson shall recall both parties. The Chairperson may adjourn the meeting if in his or her opinion it is necessary to obtain further advice.

8. The Panel having reached a decision, the Chairperson shall announce the result in open session. The President shall confirm this in writing, no later than two clear days after the hearing. The minutes of the meeting shall be tabled for noting at the next meeting of UEC.
9. **Appeal**
If the complainant is dissatisfied with the decision of the Complaints Panel, he or she may request that the issue is referred to the Complaints Appeals Panel by writing to the President with grounds for appeal within 5 clear days of the Complaints Panel decision. The President will arrange for the Complaints Appeal Panel to meet no later than 10 clear days after the appeal letter is received.

COMPLAINTS APPEALS PANEL

10. **Membership**

The voting membership of the Panel will be made up as follows:

- (a) Chair Council who will chair the meeting (casting vote only)
- (b) 18 members of Union Council who have been drawn by lot at the first Union Council of the Academic Year and agree to take part by signing Annex A

The non-voting membership will be made up as follows:

- (a) President to act as Secretary.
- (b) GM or other suitable staff member to act as advisor.

11. **Quoracy**

The quoracy for the meeting will be 10 voting members.

13. **Procedure**

This will follow the procedure of the Complaints Panel outlined above

12. In the event of the complainant not being satisfied, he or she may request that the issue is referred to the University in accordance with the Code of Practice. However the University will only hear the appeal if it is based on the agreed procedure not being followed. Such a request is to be made to the University no later than five clear days after the date of the Complaints Appeal Panel hearing.

PT/JH
May 2010

Annex:

- A. Nomination Form for Membership of the Complaints Committee

Passed at UEC: June 30th 2010

Passed by the Board of Trustees: