

CHRIST CHURCH
**STUDENTS'
UNION**



'to better student life and enrich students' experiences'

COMMENTS, COMPLAINTS, AND FEEDBACK PROCEDURE

Officer Champions	Students' Union President President (Sports & Engagement)
Staff Champions	Head of Business & Development Digital & Communications Manager
Approval bodies and date passed	Board of Trustees, 23rd March 2018
To be reviewed by	March 2021

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1. Introduction

- a. Christ Church Students' Union ('CCSU' or 'the Union') strives for continuous improvement and is committed to providing its members with first-rate services to enhance their experience whilst at University. The Union welcomes feedback and suggestions that can help in the development of these services.

2. Scope

- a. This Policy covers all Union services. All complaints relating to any of the Union's democratic structures, elected officers and representatives, constitution, rules, policies and procedures are outside of the scope of this Procedure and will be dealt with separately under the Bye-Laws of Christ Church Students' Union.
- b. If the complainant is unclear whether their complaint is of a political nature or not, the final interpretation will be the responsibility of the Union President. If advice is needed on a complaint, or if any part of this procedure is unclear, the complainant can speak with the Union President or Chief Executive, who can provide any help required.
- c. Any comments received about University services and / or staff will be logged by the Union and passed to the University Student Communications team on a monthly basis. Complaints about the University should follow the [University Complaints Procedure](#).

3. How to submit feedback or make a comment or complaint

- a. Comments, complaints and feedback can be received:
 - i. in person – come and speak to a staff member or an elected officer in Canterbury, Medway or Broadstairs;
 - ii. on the Union's website - www.ccsu.co.uk/feedback;
 - iii. via Facebook - www.facebook.com/ChristChurchSU; or
 - iv. via Twitter - www.twitter.com/ChristChurchSU via email – hello@ccsu.co.uk.

4. Comments and feedback

- a. The Union will acknowledge all comments and feedback on Union service, wherever contact details have been provided. Comments and feedback may be utilised by the Union in future marketing and publicity material.

5. Complaints

- a. In the first instance the Union encourages members to take a complaint informally to Union staff or an elected officer. Every effort will be made to resolve the complaint informally, however, if it is felt that the complaint has not been dealt with satisfactorily or if it is felt that the informal route is inappropriate for the type of complaint submitted, then the complainant should invoke the formal stages of this procedure.
- b. The Union will deal with complaints in confidence in the following time scale wherever possible. Where this is not possible, the Union will contact the complainant to agree a timescale and a way forward in handling the complaint.
- c. Stage One
 - i. All complaints will be acknowledged within three working days of receipt by the Comms & Development Department, where contact details have been provided.
 - ii. The Comms & Development Department will pass the complaint to the relevant service manager, or staff member responsible, who will fully investigate and respond to the complainant within ten working days. The response will include the findings of any investigation and any actions taken.
 - iii. If the complainant is dissatisfied with the outcome of the complaint investigation they can request their complaint be submitted to the Union's Chief Executive.
- d. Stage Two
 - i. The Union's Chief Executive will review the complaint and its investigation within five days and inform the complainant via email if the original decision has been upheld or overturned. If the latter the email will include any remedial action that is to occur.
 - ii. If the member is dissatisfied with the review of the complaint investigation by the Chief Executive, the complainant may take their complaint to the Union's Board of Trustees via the President, if the President deems this is appropriate.
- e. Stage Three
 - i. If the President decides the complaint is of such seriousness, the complaint will be dealt with under open business at the next scheduled Board of Trustees meeting, except in the following circumstances when it will be dealt with under closed business:
 1. if the result of the complaint is likely to result in a member of the Union being subject to disciplinary procedures;

2. if the complaint regards a Union staff member; and
 3. if the complaint involves a trustee, the chair will ask that the involved party leave the meeting during closed business, allowing open discussion about the complaint.
- ii. The decision of the Board of Trustees is final.

6. Concluding a complaint

- a. In the event of a justified complaint against a person or group, the following procedure shall apply:
 - i. if the person(s) conducting the investigation considers that there has been a breach of the and Union or University disciplinary policies then the matter will be referred to the relevant authority;
 - ii. the complainant shall not have a right to demand that the Disciplinary Procedures are invoked, or that sanctions be imposed; and
 - iii. once all investigations are concluded written communication will be sent to the complainant setting out how the complaint was investigated and details of any actions taken as a result of the findings.

7. Records and further information

- a. The Union's Communications & Development Department may choose that actions taken as a result of comments are published in a range of materials. All compliments will be logged centrally, and stored for use in positive marketing materials published and distributed periodically.
- b. The procedure laid out in this document is at all times subject to a requirement of reasonableness. Any person found to abuse the procedure, for example by deliberately making false accusations, may be disciplined through the appropriate procedure.