



## Complaints Procedure

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This policy replaces the former Member Feedback Policy & Procedure and aligns with the GCU Complaints Handling Procedure (August 2013) which is based on The Scottish Higher Education Model Complaints Handling Procedure.

## Contents

Section		Page
<b>1</b>	<b>Foreword</b>	4
<b>2</b>	<b>Scope and Purpose</b>	4
2.1	What is a complaint?	4
2.2	Who can make a complaint?	5
2.3	Non-Member Feedback and Complaints	5
2.4	Complaints involving other organisations or contractors who provide a service	5
2.5	Time limits for making complaints	6
<b>3</b>	<b>The Complaints Handling Procedure</b>	6
3.1	Overview	6
3.2	Stage 1: Frontline Resolution	6
3.3	Frontline Resolution Timescales	7
3.4	Extension to Frontline Resolution timescale	7
3.5	Closing the complaint at frontline resolution stage	8
3.6	Stage 2: Complaint Investigation	8
3.7	What the Students' Association will do when it receives a Stage 2 complaint for investigation	9
3.8	Complaint Investigation Timescale	10
3.9	Extension to Complaint Investigation timescale	10
3.10	Investigation Panel	10
3.11	Closing the complaint at the Complaint Investigation stage	11
<b>4</b>	<b>Independent Person</b>	11
4.1	Role of the Independent Person	11
<b>5</b>	<b>Governance of the Complaints Procedure</b>	12
<b>6</b>	<b>Recording, reporting, publicising and learning</b>	12
6.1	Recording complaints	13
6.2	Reporting of complaints	14
6.3	Learning from complaints	14
<b>7</b>	<b>Maintaining confidentiality</b>	14
7.1	Confidentiality and data protection	14
7.2	Reporting outcomes	15
<b>8</b>	<b>Supporting the complainant</b>	15
8.1	Reasonable adjustments and accessibility	15
8.2	Support from the Advice Centre	15
<b>9</b>	<b>Managing unacceptable behaviour</b>	16
9.1	Basic principles and expectations	16
9.2	Aggressive or abusive behaviour	16
9.3	How the Students' Association will manage aggressive or abusive behaviour	17

9.4	Unreasonable demands	17
9.5	Unreasonable levels of contact	17
9.6	Unreasonable use of the Complaints Procedure	18
9.7	Examples of how we deal with other categories of unreasonable behaviour	18
9.8	The process we follow to make decisions about unreasonable behaviour	19
Appendix 1	The Complaints Procedure Flowchart	21
Appendix 2	Request for Formal Investigation Proforma	22

## **1 Foreword**

- 1.1 The Complaints Procedure reflects Glasgow Caledonian University (GCU) Students' Association's commitment to valuing complaints. Members should feel free to raise matters of concern without risk of disadvantage. Our aim is to resolve issues of dissatisfaction as close to the initial point of contact as possible and to conduct thorough and fair investigations of complaints so that, where appropriate, we can make evidence-based decisions on the facts of each individual case.
- 1.2 Resolving complaints early saves time and resources and contributes to the overall efficiency of the Students' Association. Concentrating on achieving an early resolution of a complaint as close to the point of contact as possible will free up the time of staff and ultimately contribute to the continued positive experience of our members.
- 1.3 This procedure has been developed by reviewing the GCU Complaints Handling Procedure (August 2013).

## **2 Scope and Purpose**

### **2.1 What is a complaint?**

For the purpose of this procedure, a complaint may be defined as:

*'an expression of dissatisfaction by one or more individuals about the standard of service, action or lack of action by or on behalf of GCU Students' Association.'*

A complaint may relate to:

- the quality and standard of service
- failure to provide a service
- the quality of facilities
- treatment by or attitude of a staff member, member or contractor
- inappropriate behavior by a staff member, member or contractor
- the failure of the Students' Association to follow an appropriate administrative process

The definition of a complaint is very broad and the list above is not exhaustive. However, not every concern raised with GCU Students' Association is a complaint. For example, the following **are not complaints**:-

- a routine, first-time request for a service
- a request under the General Data Protection Regulation (GDPR)
- a request for information or an explanation of policy or practice

- a response to an invitation to provide feedback, such as through a formal mechanism like a questionnaire or committee membership will generally not be treated as a complaint
- an insurance claim
- an issue which is being or has been considered by a court or tribunal
- an attempt to have a complaint reconsidered where the Students' Association's procedure has been completed and a final decision has been issued
- a grievance by a member of staff which is eligible for handing through the Staff Complaint Policy.

These issues will be dealt with under the alternative appropriate processes rather than the Complaint Procedure. It should be noted, however, that some situations can involve a combination of issues, some are complaints and others are not, and each case will be assessed on a case by case basis.

## 2.2 Who can make a complaint?

The Complaints Procedure covers complaints from any current member. Membership of GCU Students' Association is defined in Schedule 1 of the Constitution. This includes:

- Ordinary Members (current registered GCU students)
- Associate Members
- Life Members
- Honorary Life Members
- Reciprocal Members
- Temporary Ordinary Members

## 2.3 Non-Member Feedback and Complaints

Non-Members are welcome to submit feedback to the Students' Association at any time. This feedback will be considered and a decision taken by the Chief Executive on whether any corrective action is required. An acknowledgement of the feedback will be communicated to the complainant either face-face, by phone, in writing or by email. There is no requirement to send out further written communication to the non-member, although we may decide to do so.

## 2.4 Complaints involving other organisations or contractors who provide a service on behalf of the Students' Association

If an individual complains to the Students' Association about the service of another organisation, but the Students' Association has no involvement in the issue, the individual

should be advised to contact the appropriate organisation directly.

Where a complaint relates to a Students' Association and the service of another organisation, such as our partners or to an organisation that provide services on our behalf then care must be taken to comply with Data Protection legislation and the guidance on handling personal information. Such complaints may include, for example:

- a complaint made in relation to provision of third-party services, eg IT systems
- a complaint made about a service that is contracted out
- a complaint made about an organisation we have a partnership with, eg Partner Bar or Nightclub

## **2.5 Time limit for making complaints**

Complaints should be raised with the Students' Association as soon as problems arise to enable prompt investigation and swift resolution. This Complaints Procedures sets a time limit of six months to raise a complaint with the Students' Association, starting from when the complainant first became aware of the problem, unless there are special circumstances for requesting consideration of a complaint beyond this time.

## **3 The Complaints Procedure**

### **3.1 Overview**

The Complaints Procedure is intended to provide a quick, simple and streamlined procedure with a strong focus on early resolution by empowered and well-trained staff. The procedure involves up to two stages:

Stage 1 – Frontline Resolution seeks to resolve straightforward complaints swiftly and effectively at the point at which the complaint is made, or as close to that point as possible.

Stage 2 – Complaint Investigation is appropriate where a complainant is dissatisfied with the outcome of frontline resolution, or where frontline resolution is not possible or appropriate due to the complexity or seriousness of the case.

### **3.2 Stage 1: Frontline resolution**

Anyone who has a complaint is encouraged to raise it initially at the point of, or as close to the point of becoming aware of it, as possible and to raise it with a Students' Association

member of staff or service area in which the issue arose. Complaints at this stage may be made face-to-face, by phone, in writing or by email.

The purpose of frontline resolution is to attempt to resolve as quickly as possible complaints which are straightforward and require little or no investigation. Complaints at this stage of the process may be addressed by any relevant member of the Students' Association staff and may be handled by way of a face-to-face discussion with the complainant, or by asking an appropriate member of staff to deal with the complaint.

Members of staff to whom complaints are made will consider some key questions:

- Is this a complaint or should the individual be referred to another procedure?
- What specifically is the complaint/s about and which area/s of the Students' Association is/are involved?
- What outcome is the complainant hoping for and can it be achieved?
- Is the complaint straightforward and likely to be resolved with little or no investigation?
- Can the complaint be resolved on the spot by providing an apology, explanation or alternative solution?
- If I cannot help, can another member of staff assist in seeking a frontline resolution?
- What assistance can be provided to the complainant in taking this forward?

Resolution may be achieved by providing an on-the-spot explanation of why the issue occurred and/or an apology and, where possible, what will be done to prevent this from happening in the future.

If responsibility for the issue being complained about lies in the staff member's area of work, every attempt will be made to resolve the problem at source. If responsibility lies elsewhere, the staff member receiving the complaint will liaise with the relevant area rather than simply passing the complainant on to another member of staff.

### **3.3 Frontline Resolution Timescales**

Frontline resolution should normally be completed within ten working days, though a resolution may be achieved more quickly.

### **3.4 Extension to Frontline Resolution Timescales**

In exceptional circumstances a short extension of time may be necessary to increase the possibility of resolving the complaint at the frontline resolution stage (for example, by

obtaining information from other areas where no single area of the Students' Association is responsible for the issue(s) being complained about). Where an extension is required this must be signed off by the Chief Executive. The complainant must be told the reasons for extending the deadline and advised of the new timescale for resolution. The maximum extension which can be granted is five working days (ie, not more than 15 working days in total from the date of receipt of the complaint).

### **3.5 Closing the complaint at the Frontline Resolution stage**

The outcome will be communicated to the complainant either face-face, by phone, in writing or by email. There is no requirement to send out further written communication to the complainant, although we may decide to do so. The response to the complainant must address all topics for which Students' Association is responsible and explain the reasons for the decision.

### **3.6 Stage 2: Complaint Investigation**

These complaints may already have been considered at the frontline resolution stage, or they may be complaints identified upon receipt as appropriate for immediate investigation.

A complaint will be moved to the investigation stage when:

- Frontline resolution was attempted, but the complainant remains dissatisfied. This may be after the case has been closed following the frontline resolution stage.
- The issues raised are complex and will require detailed investigation
- The complaint relates to issues that have been identified by the Students' Association as high risk or high profile.

Special attention will be given to identifying complaints considered high risk/high profile as these may require particular action or may raise crucial issues requiring direct input from senior management. Potential high risk/high profile complaints may:

- Involve a death or terminal illness
- Involve serious service failure, for example major delays in service provision or repeated failures to provide a service
- Generate significant and ongoing press interest
- Pose a serious operational risk to the Students' Association
- Present issues of a highly sensitive nature



A member can make a complaint in writing, in person, by telephone or email. Where it is clear that a complaint will need to be considered at the investigation stage rather than through frontline resolution, the complainant will be asked to complete the Complaint Proforma (Appendix 2) in order to provide full details of the complaint and the preferred resolution. Any other relevant documentation should also be appended to the Complaint Proforma.

The purpose of conducting an investigation is to establish all of the facts relevant to the points made in the complaint and to provide a full, objective and proportionate response to the complainant that represents the Students' Association's definitive position.

### **3.7 What the Students' Association will do when it receives a Stage 2 Complaint for investigation**

The Students' Association will allocate the complaint to a Complaint Investigator (see Section 5). It is important to be clear from the start of the investigation stage exactly what is being investigated, and to ensure that both the complainant and the investigator understand the scope of the investigation. In discussion with the complainant, three key questions will be considered:

- What specifically is the complaint/s?
- What does the complainant hope to achieve by complaining?
- Do the complainant's expectations appear to be reasonable or achievable?

If the complainant's expectations appear to exceed what the Students' Association can reasonably provide or are not within the Students' Association's power to provide, the complainant will be advised of this as soon as possible in order to manage expectations about possible outcomes.

If the complaint is made against the Chief Executive or a Full Time Officer then the complaint should be addressed for the attention of the Vice Chair of the Trustee Board. The Vice Chair will decide who will be the Complaint Investigator.

Details of the Stage 2 Complaint will be recorded on the Students' Association's Complaints Record Management system. At the conclusion of the investigation, records will be updated to reflect the final outcome and any action in response to the complaint.

### **3.8 Complaint Investigation Timescale**

The following deadlines will be used for cases at the investigation stage of the Complaints Procedure:

- Complaints will be acknowledged in writing within three working days of receipt
- The Students' Association will provide a full response to the complaint as soon as possible by not later than 20 working days from the time that the complaint was received for investigation

### **3.9 Extension to the Complaint Investigation timescale**

Not all investigations will be able to meet this deadline; for example some complaints are so complex that they will require careful consideration and detailed investigation beyond the 20 working days timeline. Where there are clear and justifiable reasons for extending the timescale, the Chief Executive will exercise judgment and will set time limits on any extended investigation, with the agreement of the complainant. If the complainant does not agree to an extension but it is unavoidable and reasonable, then the Chief Executive will consider and confirm the extension. In such circumstances, the complainant will be kept updated on the reason for the delay and given a revised timescale for bringing the investigation to a conclusion. It is expected, however, that this will be the exception and that the Students' Association will always strive to deliver a definitive response to the complaint within 20 working days.

Where an extension has been agreed, this will be recorded appropriately and the proportion of complaints that exceed the 20 working-day limit will be evident from reported statistics.

### **3.10 Investigation Panel**

The Investigation Report will be presented to the Investigation Panel for approval. The Investigation Panel will consist of the Chief Executive (or another Senior Manager), the Complaint Investigator and one Full Time Officer (or Student Trustee). The Investigation Panel can either approve or reject the Investigation Report. Where the Investigation Report is rejected then the Complaint Investigator will be asked to investigate further and a revised report brought back to the Investigation Panel for approval. When the Investigation Panel rejects the Investigation Report a second time then it will be referred to the Trustee Board for a decision to be made.

### 3.11 Closing the complaint at the Complaint Investigation stage

The outcome of the investigation will be communicated to the complainant in writing. The decision, and details of how and when it was communicated to the complainant together with, if relevant, details of the resolution was offered, will be recorded on the Students' Association's Complaint Record system. The decision will also advise the complainant about:

- Their right to ask the Independent Person to review the complaint
- The time limit for doing so
- How to contact the Independent Person

Any disciplinary action to be taken will be done so according to the relevant Students' Association procedures which may include:

- Staff disciplinary procedures
- Member disciplinary procedures outlined within Schedule 3 to the Constitution, Discipline
- Powers 3d of the Constitution, suspension or removal of trustees

## 4 Independent Person

### 4.1 Role of the Independent Person

Once the investigation stage has been completed, the complainant is entitled to appeal and ask for a review to the Independent Person, who will be appointed by University Court of GCU, and represents the final stage of the Students' Association Complaints Procedure. The Independent Person will undertake whatever investigations they consider necessary depending on the circumstances of the individual case. The decision of the Independent Person is not open to further appeal.

If you are dissatisfied with the outcome of the complaint, you can ask for the complaint to be reviewed by an independent person appointed by the University Secretary and VP Governance on behalf of University Court. The Independent Person cannot normally review complaints:

- Where you have not progressed all the way through the Students' Associations Complaints Procedure
- More than 12 months after you become aware of the matter you want to

complaint about

- They have been or are being considered in a court of law

If you wish to request a review, please submit this in writing, including the grounds for the review and all supporting evidence, to the University Secretary and VP Governance at:

Ms Jan Hulme  
University Secretary and VP Governance  
Glasgow Caledonian University  
70 Cowcaddens Road  
Glasgow  
G4 0BA

## **5 Governance of the Complaints Procedure**

The **Trustee Board** provides overall leadership and direction to the Students' Association. This includes ensuring that there is an effective Complaints Procedure with a robust investigation process which demonstrates that organisational learning is in place. The Trustee Board receives assurance of complaints performance by way of annual reporting from the Chief Executive.

The Trustee Board delegates operational responsibility for the implementation, management, monitoring and review of the Complaints Procedure to the **Chief Executive**. The Chief Executive will ensure that complaints are used to identify service improvements that these improvements are implemented and that learning is fed back to the wider organisation as appropriate. The Chief Executive (or nominee) is responsible for signing off letters relating to outcomes reached at the end of the formal investigation stage thus ensuring a definitive response from the Students' Association and that the complainants concerns have been taken seriously.

All **staff** will be made aware of:

- The Complaints Procedure
- How to handle and discuss complaints at the frontline resolution stage
- Who they can refer a complaint to if they are unable to handle the matter personally
- The need to try and resolve complaints early and as locally (within their department as possible), and
- Their clear authority to attempt to resolve any complaints they made be called upon to deal with

**Complaint Investigators** are suitably trained staff members responsible for the conduct of the complaint investigation and are involved in the investigation and the co-ordination of all aspects of the response to the complainant. This may include preparing a comprehensive written report, including details of any recommended procedural changes to service delivery. The Chief Executive and all Senior Managers are Complaint Investigators.

## **6 Recording, Reporting, Publicising and Learning**

Valuable feedback is obtained through complaints. One of the objectives of the Complaints Procedure is to identify opportunities to improve provision of services across the Students' Association.

Staff should discuss frontline complaints that have been dealt with within their monthly one to one meetings with their line managers. Senior Managers will discuss re-occurring frontline complaints. All Stage 2 Complaints must be recorded. By recording and using complaints information in this way, the causes of complaints can be identified and addressed and, where appropriate, training opportunities can be identified and improvements introduced.

### **6.1 Recording Stage 2 Complaints**

To collect suitable data, it is essential that all Stage 2 Complaints are recorded in sufficient detail:

- Name and contact details of the complainant
- Student ID Number (if applicable)
- Date of receipt of the complaint
- How the complaint was received
- Category of complaint
- Staff member responsible for handling the complaint
- Department to which the complaint relates
- Action take and outcome and frontline resolution stage
- Date the complaint was close at frontline resolution stage
- Date the investigation stage was initiated
- Action taken and outcome at investigation stage
- Date the complaint was closed at the investigation stage
- Underlying cause and remedial action taken (if applicable)
- Response times at each stage

The Students' Association has structured systems for recording Stage 2 Complaints, their outcomes and any resulting action so that complaint data can be used for internal reporting as indicated below.

## 6.2 **Reporting of complaints**

The Students' Association has a system for the internal reporting of complaints information. Regularly discussion and reporting of complaint information helps to inform the management of service improvements. The outcomes of Stage 2 Complaints will be reported annually to the Students' Association Trustee Board.

## 6.3 **Learning from complaints**

Complaint investigators will always try to ensure that all parties involved understand the findings of the investigation and any decisions made. Senior management will ensure that the Students' Association has procedures in place to act on issues that are identified. These procedures facilitate:

- Using complaints data to identify the root cause of complaints
- Taking action to reduce the chance of this happening again
- Recording the details of corrective action in the complaints file
- Systematically reviewing complaints performance reports to improve performance

## 7 **Maintaining Confidentiality**

### 7.1 **Confidentiality and data protection**

Complaints will be handled with discretion and access to information about individual investigations will only be shared with those who have a legitimate access requirement. In determining access requirements the Students' Association will take cognisance of legislative requirements, for example, data protection legislation and also any internal policies on confidentiality and the use of complainant information.

Complainants and other parties to the complaint are entitled to request access to information about them gathered by complaint investigators. Such requests will be dealt with under the appropriate legislation.

## 7.2 Reporting outcomes

When a complaint has been raised against a member or member of staff and has been upheld or partially upheld, the complainant will be advised of this. However, information about specific members or staff members will not normally be shared, particularly where disciplinary action is taken.

## 8 Supporting the Complainant

### 8.1 Reasonable adjustments and accessibility

The Students' Association will seek to make reasonable adjustments to enable complainants with specific needs to access the Complaints Procedure easily.

### 8.2 Support from the Advice Centre

Members considering making a complaint can seek support from the Advice Centre within the Students' Association and staffed by professional advisers with experience of supporting members with complaints. A Student Adviser can:

- Help students to decide whether making a complaint is the best course of action, or whether another procedure may be more appropriate
- Explain how the complaints procedure works and what the potential outcomes may be
- Read drafts of any correspondence students write (including the complaint proforma) to help students make their case as clearly as possible
- Support students at any meetings they attend in relation to their complaint, if requested

Students can contact the Advice Centre in person, by phone or via email. Contact details are as follows:-

GCU Students' Association  
70 Cowcaddens Road  
Glasgow  
G4 0BA

**Telephone:** 0141 273 1650

**Email:** [advice@GCUstudents.co.uk](mailto:advice@GCUstudents.co.uk)

**Website:** [www.GCUstudents.co.uk/advice](http://www.GCUstudents.co.uk/advice).

## **9 Managing Unacceptable Behaviour**

### **9.1 Basic principles and expectations**

It is recognised that people may act out of character in times of trouble or distress. The circumstances leading to a complaint may result in the complainant acting in an unacceptable way. Complainants who display unacceptable behaviour may still have a legitimate grievance, and the Students' Association will, therefore, treat all complaints seriously and assess them properly.

Complainants are subject to the same expectations regarding their behaviour as all others who interact with the Students' Association, its staff and members. Complainants should feel free to raise matters of concern without risk of disadvantage, but where a complainant's behaviour over the complaint is deemed to be unacceptable, the Students' Association reserves the right to invoke other procedures as necessary. In the case of members, unacceptable behaviour may result in referral under Schedule 3 to the Constitution, Discipline. Available from: [www.GCUstudents.co.uk/keyinformation](http://www.GCUstudents.co.uk/keyinformation).

If such action is deemed necessary, the complainant will be advised of this and attempts will nevertheless be made to complete the investigation of the complaint, though contact with the complainant may be restricted.

### **9.2 Aggressive or abusive behaviour**

The Students' Association understands that many complainants may be angry about the issues they have raised in their complaint. If that anger escalates into aggression toward Students' Association staff, we consider that unacceptable. Any violence or aggression towards staff will not be accepted.

Aggression is not restricted to acts that may result in physical harm. It also includes behaviour or language (whether verbal or written) that may cause staff to feel afraid, threatened or abused and may include threats, personal verbal abuse, derogatory remarks and rudeness.

We also consider inflammatory statements and unsubstantiated allegations to be abusive behaviour.



### **9.3 How the Students' Association will manage aggressive or abusive behaviour**

The threat or use of physical violence, verbal abuse or harassment towards Students' Association staff is likely to result in a termination of all direct contact with the complainant. A report will always be made to the police if physical violence is used or threatened.

We will not accept any correspondence (letter, fax or electronic) that is abusive to staff or contains allegations that lack substantive evidence. We will tell the complainant that we consider their language offensive, unnecessary and/or unhelpful and ask them to stop using such language. We will state that we will not respond to their correspondence if the action of behaviour continues. Telephone calls may be recorded and Students' Association staff will end telephone calls if they consider the caller aggressive, abusive or offensive. Students' Association staff have the right to make this decision, to tell the caller that their behaviour is unacceptable and end the call if the behaviour persists.

In extreme situations, the Students' Association will tell the complainant in writing that their name is on a "no personal contact" list. This means that we will limit contact with them to either written communication or through a third party.

### **9.4 Unreasonable demands**

Whilst staff will make every attempt to resolve complaints fully and within the published timescales, and to respond to reasonable requests from complainants, staff should not be subjected to unreasonable demands. A demand becomes unreasonable when complying with it would have such an impact on the work of staff that it would disadvantage others with a legitimate call on that staff member's time. Examples of unacceptable behaviour under this heading include:

- Repeatedly demanding responses within an unreasonable timescale
- Insisting on speaking to a particular staff member when that is not possible
- Repeatedly changing the substance of a complaint or raising unrelated concerns.

### **9.5 Unreasonable levels of contact**

Sometimes the volume and/or duration of contact made to Students' Association staff by a complainant causes problems. This can occur over a short period, for example, a number of telephone calls in a day, or over the life-span of a complaint when a complainant repeatedly calls (in person or by telephone), emails, or submits unreasonable volumes of information which has already been sent or which is not relevant to the complaint. This

level of contact will be regarded as unacceptable when the amount of time spent dealing with the complainant impacts on the ability of staff to investigate the complaint, impacts adversely on the Students' Association's ability to attend to other business or is considered disproportionate to the issue(s) being complained about.

## 9.6 **Unreasonable use of the Complaints Procedure**

Individuals have the right to complain to the Students' Association more than once, if subsequent issues arise. However, this becomes unreasonable when the effect of the repeated or additional complaint(s) is to harass staff or prevent the Students' Association from pursuing its legitimate business or implementing a legitimate decision. Access to the Complaints Procedure is important and the Students' Association will only consider its repeated use unreasonable in exceptional circumstances, but reserves the right to refuse to consider repeated complaint(s) in those exceptional cases.

## 9.7 **Examples of how we deal with other categories of unreasonable behaviour**

The Students' Association will take action when unreasonable behaviour impacts on the functioning of any aspect of Students' Association business.

We aim to do this in a way that allows a complaint to progress through the Complaints Procedure. We will try to ensure that any action we take is the minimum required to solve the problem, taking into account relevant personal circumstances including the seriousness of the complaint and the needs of the individual.

Where a complainant repeatedly phones, visits the office, raises repeated issues, or send large numbers of documents where their relevance is not clear, we may decide to:

- Limit contact to telephone calls from the complainant at set times on set days
- Restrict contact to a nominated member of staff who will deal with future calls or correspondence from the complainant
- See the complainant by appointment only
- Restrict contact from the complainant to writing only
- Return any documents to the complainant or, in extreme cases, advise the complainant that further irrelevant documents will be destroyed
- Take any other reaction that we consider appropriate

Where we consider continued correspondence on a wide range of issues to be excessive, we may tell the complainant that only a certain number of issues will be considered in a given period and we may ask them to limit or focus their requests accordingly.

In exceptional cases, we reserve the right to refuse to consider a complaint or future complaints from an individual.

We will always tell the complainant what action we are taking and why.

## 9.8 **The process we follow to make decisions about unreasonable behaviour**

### a Restricting Contact

Any member of Students' Association staff who directly experiences aggressive or abusive behaviour from a complainant has the authority to deal immediately with that behaviour in a manner they consider appropriate to the situation and in line with this policy.

With the exception of such immediate decisions taken at the time of an incident, decisions to restrict contact with the Students' Association are only taken after careful consideration of the situation by the Chief Executive. Wherever possible we will give a complainant the opportunity to change their behaviour or action before a decision is taken.

### b How we let people know we have made this decision

When a Students' Association employee makes an immediate decision in response to aggressive or abusive behaviour, the complainant is advised at the time of the incident. When a decision has been made by the Chief Executive, a complainant will always be told in writing (or other appropriate format, dependent on the needs of the individual). When a decision has been made to restrict future contact, the restricted contact arrangements and, if relevant, the length of time that these restrictions will be in place. This ensures that the complainant has a record of the decision.

It should also be noted that where the unreasonable behaviour has been carried out by a member of the Students' Association, Schedule 3 to the Constitution, Discipline: may be invoked (see Section 9.1).

### c The process for appealing a decision to restrict contact

A complainant can appeal a decision to restrict contact. If they do this we will only consider arguments that relate to the restriction and not the either the complaint made to us or to our decision to close a complaint.

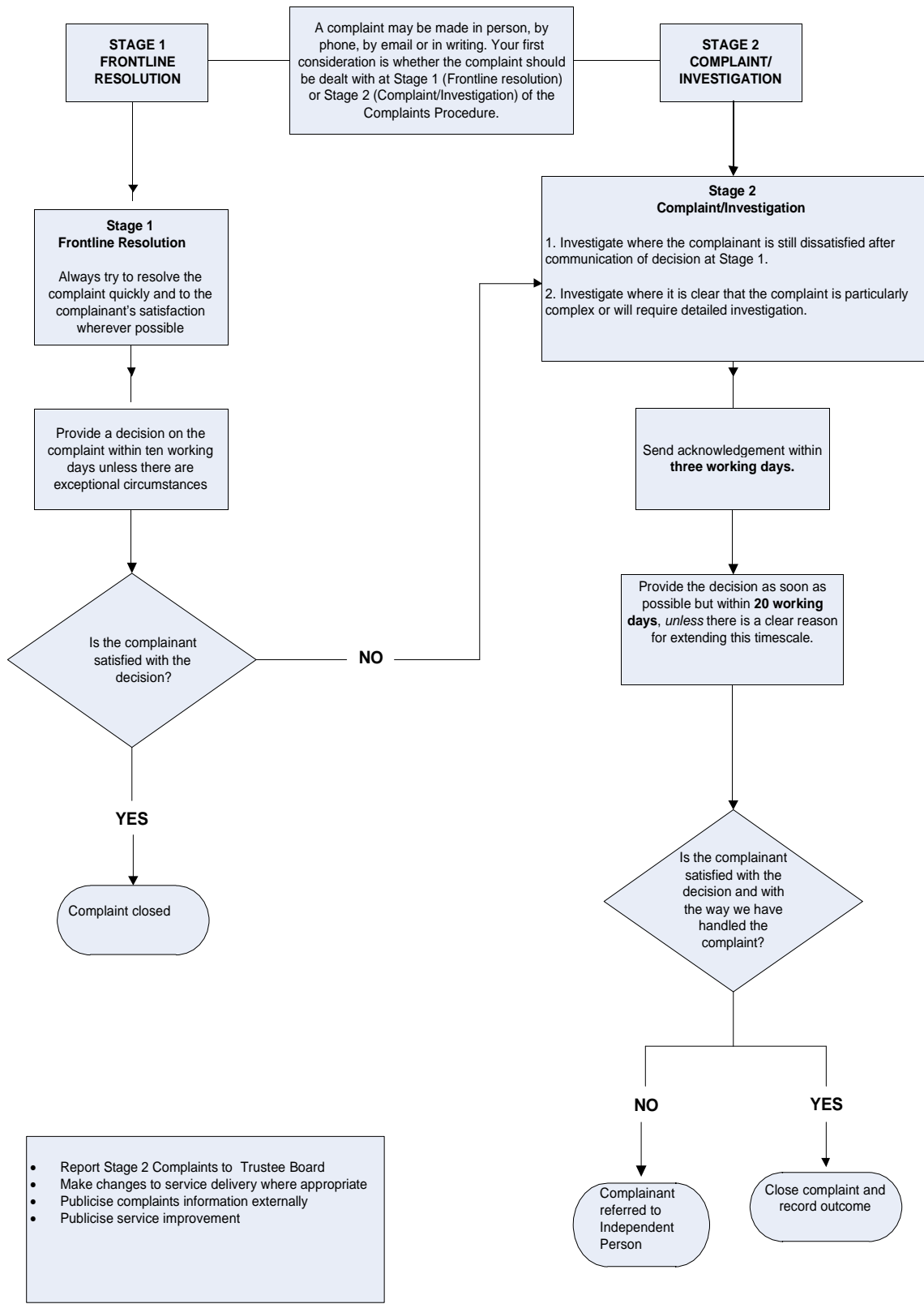
An appeal could include, for example, a complainant saying that their actions were wrongly identified as unacceptable; the restrictions were disproportionate or that they will adversely impact on the individual because of personal circumstances.

A senior member of staff who was not involved in the original decision to restrict contact will consider the appeal. They will have the discretion to quash or vary the restriction as they think best. They will make their decision based on the evidence available to them. They must advise the complainant in writing (or other appropriate format, depending on the needs of the individual) that either the restricted contact arrangements still apply or a difference course of action has been agreed.

d How we record and review a decision to restrict contact

We record all incidents of unacceptable actions by complainants. Where it is decided to restrict complainant contact, an entry noting this is made in the relevant file and on appropriate computer records. A decision to restrict complainant contact as described above may be reconsidered if the complainant demonstrates a more acceptable approach.

**Appendix 1**  
**COMPLAINTS PROCEDURE FLOWCHART**



## Appendix 2

### REQUEST FOR COMPLAINT INVESTIGATION

#### Information for all complainants

If you are a member of GCU Students' Association and have a complaint about a matter which is the responsibility of the Students' Association, and you have not been able to resolve it by raising the issue directly with the appropriate staff member or service (Stage 1 of the Complaints Procedure – Frontline Resolution), please complete the form below to enable us to investigate your complaint. Before doing so, please read the Complaints Procedure which is provided at [www.GCUstudents.co.uk/keyinformation](http://www.GCUstudents.co.uk/keyinformation).

If you have relevant documentary evidence to support your complaint, it should be submitted with this form. Evidence submitted should be as concise as possible and relevant to the complaint. Unreasonable quantities of evidence or evidence which is deemed not to be relevant to your complaint may not be considered. Investigation of your complaint will not commence until you confirm that your supporting documentation (evidence) is complete.

#### Support Available

You can contact our Advice Centre that is staffed by professional advisers with experience of supporting members with complaints. An adviser at the Advice Centre can:

- Help members decide whether making a complaint is the best course of action, or whether another using procedure may be more appropriate
- Explain how the complaint procedure works and what the potential outcomes may be
- Read drafts of any correspondence students write (including complaint forms) to help students make their case as clearly as possible
- If requested, support students at any meetings they attend in relation to their complaint.

Students can contact the Advice Centre within the Students' Association Building by phone on 0141 273 1650 or via email at [advice@GCUstudents.co.uk](mailto:advice@GCUstudents.co.uk)

Once completed, this form should be submitted by email to [chief.executive@GCUstudents.co.uk](mailto:chief.executive@GCUstudents.co.uk) with the subject line 'Complaint' or by post to:

**Chief Executive  
GCU Students' Association  
70 Cowcaddens Road  
Glasgow  
G4 0BA**

## PERSONAL DETAILS

First Name	
Surname	
Address	
Email	
Telephone numbers (inc mobile)	
Student ID Number <b>(for students only)</b>	

## YOUR COMPLAINT

Please provide a summary of your complaint (300 words max)

**Please describe what action you have taken to resolve the complaint to date, including attempts at Frontline Resolution (200 words max)**

**Please provide a brief explanation of the issue(s) you consider to be unresolved (200 words max)**



**Please explain how you would like your complaint resolved (200 words max)**

**SUPPORTING DOCUMENTATION**

Do you wish to submit any supporting documentation (evidence) for consideration? Yes/No

If 'yes', please tick here to confirm that what you have submitted is complete

Signature	
Date	