

UNIVERSITY AND COLLEGE UNION

MEMBERSHIP COMPLAINTS PROCEDURE

This is an internal procedure available to current members who are dissatisfied with the standard of service provided by the UCU. It is not available to non-members or former members of the union.

We value the opinions and constructive criticism of our members and are committed to providing an effective complaints procedure which will help to identify and correct problems.

We would expect all parties to deal with issues, whether in writing or orally, in a courteous and business-like manner. The union will not tolerate any abuse or harassment of its staff. It is also not appropriate for UCU staff to be the subject of complaints, critical discussion or motions at local, regional or national meetings of the union, or in email forums.

It is intended that complaints should be resolved at the earliest stage possible, as swiftly as possible and wherever practicable using the informal procedure.

1. Time limit for complaints

Complaints must be submitted within three months of the event (or the last event in a sequence of events) giving rise to the complaint. Complaints received after the elapse of three months will not be considered.

2. Matters not covered by this procedure

This procedure does not cover:

- allegations that any member has breached the rules of the union, which are subject to a separate procedure, the Procedure for the Regulation of the Conduct of Members (available to members on the UCU website)
- dissatisfaction with decisions made about individual legal cases under the union's legal scheme, which are dealt with under the terms of that scheme
- dissatisfaction with UCU policies, which can be pursued through the union's democratic decision-making processes.

3. Informal Procedure – raising concerns

In the first instance you should raise your concerns about the service you are receiving with the member of staff providing the service. If this has not been possible or if the matter is not resolved, you should then raise it with the member of staff's line manager who will either be your regional official or the head of the relevant department based at UCU's offices in London. If you are unsure of the appropriate member of staff to

contact, you should seek advice from Alan Scobbie who is a national official based at UCU head office (ascobbie@ucu.org.uk).

4. Formal Complaints Procedure

4.1 If you are not satisfied with the outcome of the informal approach and you now wish to complain formally you should put your complaint in writing to the general secretary.

4.2 If your complaint concerns the actions of the general secretary, it should be sent to the president who will deal with it in accordance with the terms of this procedure.

4.3 In your written complaint you must:

- specify your complaint as clearly and succinctly as possible
- provide any relevant supporting documentary evidence, arranged in chronological order
- state the outcome that you are seeking.

Your complaint will be considered on the basis of the above documents.

4.4 The general secretary (or president) will acknowledge receipt of your complaint within six working days. S/he will also send you a monitoring form to enable the union to monitor all complaints in accordance with our commitment to equal treatment. If the general secretary (or president) decides to ask a senior colleague to investigate the complaint on her/his behalf you will be told who that member of staff is.

4.5 In any subsequent correspondence you may be required to communicate by post rather than email.

4.6 You and the UCU agree to respect confidentiality and the requirements of the Data Protection Act 1998.

4.7 You can normally expect a formal response to your complaint within thirty working days.

4.8 If your complaint is particularly complex, or the relevant members of staff are not available, this may take longer. You will be informed of the reason for any delay and of the date by which you can expect a response.

4.9 The decision of the general secretary (or president) is final.

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