

KCLSU Complaints Procedure

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1. Introduction

This is the **formal** procedure for dealing with disputes with KCLSU, in particular complaints arising from disputes between a student or other member of King's College London and elected officers, staff and/or KCLSU itself.

Efforts should be made in every case to resolve the complaint(s) **informally** before this procedure is invoked.

The procedure allows any student, group of students or other member of King's College London to make a formal complaint(s) against KCLSU

- a. relating to their treatment by KCLSU;
- b. relating to their treatment by anyone acting on behalf of KCLSU; or
- c. if they feel they have been unfairly disadvantaged by having exercised the right to opt out of membership of KCLSU.

This Complaints Procedure shall be interpreted to comply with the terms of the Education Act (1994) and King's College London's Code of Practice Relating to Student Unions.

Where time limits for action are defined, they are to be considered as maximum limits; all complaints and appeals will be dealt with as promptly as possible. Where there is good reason why a time limit cannot be met, the complainant(s) will be informed immediately.

All complaints will be dealt with in strict confidence.

2. Application

This procedure shall apply in all instances except where the operational policies and procedures of KCLSU, as approved by the relevant committee or by the College Council, allows for variation.

If there is no operational policy or procedure, this section shall apply absolutely.

3. Making a complaint

Complaints may be made about:

- a. the services and facilities provided by KCLSU; or
- b. an individual or group within KCLSU.

3.1. Valid complaints

Complaints shall be considered valid if the complainant:

- a. provides details of their name, address and contact telephone number (if any);
- b. provides details of the event or occurrence which gave rise to the complaint; and
- c. raises the complaint within 28 days of the event or occurrence giving grounds for complaint.

3.2. Persons to whom complaints shall be addressed

Complaints shall be addressed to:

President
KCLSU
Macadam Building
Surrey Street
London
WC2R 2NS

If the complaint is directed against the President then it should be addressed to the Vice President Representation at the same address.

The President will provide a written acknowledge of receipt of the complaint within five working days.

4. Investigation of complaints

All valid complaints shall be investigated and the results of that investigation communicated to the complainant within ten working days of receipt of the complaint.

The President will investigate all complaints about the Chief Executive, elected officers and KCLSU committees.

The President may delegate responsibility for the investigation into the complaint where appropriate.

- a. The **Chief Executive** will normally be asked to investigate complaints about staff (including student staff).
- b. Other members of the Senior Management team will investigate service complaints regarding service failures in their areas.
- c. The **Vice President Participation & Development** will normally be asked to investigate complaints about student activity.

4.1. Guidelines for investigation of complaints

- 4.1.1. Investigations shall be conducted by the President or by that person nominated by the President (see above) and not more than two other people designated by the President or their nominee.
- 4.1.2. No person involved in the investigation of any complaint shall have a direct or vested interest in the outcome of the same.
- 4.1.3. All parties to the complaint shall be offered the opportunity to submit written and oral statements and present appropriate evidence, including mitigating circumstances.
- 4.1.4. All parties to the complaint may be assisted by a representative or friend, without charge or cost to KCLSU.

4.2. Outcome of an investigation

The outcome of an investigation shall be determined immediately after all parties to the complaint have presented their case and any supporting evidence.

The person(s) conducting the investigation shall determine

- a. all findings of fact;
- b. any mitigating circumstances; and
- c. any appropriate further action.

4.3. Justified complaints against a service or facility

In the event of a justified complaint against a service or facility, the following procedure shall apply:

- 4.3.1. The person(s) conducting the investigation shall consider how to prevent any future instances of the event or occurrence that gave rise to the complaint and propose remedial action to the President.
- 4.3.2. The person investigating the complaint (if not the President) will inform the President immediately of the outcome of the investigation. The President will confirm in writing the outcome of the investigation to all parties to the complaint within ten working days of the receipt of the original complaint form.

4.4. Justified complaints against a person or group

In the event of a justified complaint against a person or group, the following procedure shall apply:

- 4.4.1. If the person(s) conducting the investigation consider that there has been a breach of the Memorandum & Articles, Staff Protocol, Equal Opportunities Policy or Codes of Conduct then the Disciplinary Procedure will be invoked.

- 4.4.2. The complainant shall not have a right to demand that the Disciplinary Procedure is invoked, or that sanctions should be imposed.
- 4.4.3. The person investigating the complaint (if not the President) will inform the President immediately of the outcome of the investigation. The President will confirm in writing the outcome of the investigation to all parties to the complaint within 10 working days of the receipt of the original complaint form.

4.5. Complaints which are not upheld

Where complaints are not upheld, they shall be deemed unsubstantiated complaints and the following procedure shall apply:

- 4.5.1. The person investigating the complaint (if not the President) will inform the President immediately of the outcome of the investigation. The President will confirm in writing the outcome of the investigation to all parties to the complaint within 10 working days of the receipt of the original complaint form.
- 4.5.2. The complainant will be informed by the President of their right to appeal to the College or other statutory organisations, as might be appropriate.