



KCLSU Complaints (non-elections) Procedure

Have we got it right? Could we improve something? Have we got something wrong? Comment, compliment or complaint - we want to hear from you. Get in touch anytime by emailing feedback@kclsu.org or complaints@kclsu.org.

If you are unhappy with anything at KCLSU - be it a department, service, student group or an individual; you have the right to complain. In fact we encourage it. Here we'll explain the steps you need to take to get your complaint heard.

How do I complain?

Most complaints can be resolved informally. Sometimes all that's needed is a conversation. If you'd like to start with an informal complaint the first step is to contact the person responsible for the area your complaint relates to e.g. a KCLSU Service Manager or a Student Group Leader. Remember to include your contact details in the message so we can get back in touch. You can expect a response within 5 working days. If your matter is resolved no records will be kept as it has been considered an informal complaint.

What if I'm not happy with the response I get?

If you are unhappy and wish to escalate your complaint then we have a formal complaints procedure you can follow. The formal complaints procedure is there if:

- you are not satisfied with the response you were given after your informal complaint
- you feel your complaint is very serious.
- you have opted out of your students' union membership and feel that you have been disadvantaged by this.

How do I submit a formal complaint?

You need to start by completing and submitting a complaints form. You'll find the complaints form available for download on our website at kclsu.org/policyzone.

It's really important that your complaint meets the following criteria. If any stages are missed then we are unable to investigate your complaint. You must:

1. Address your complaint to the President who will then in most cases ask the Director of Resources to arrange for a KCLSU manager to investigate it. If the complaint is about the President please address it to the Director of Resources who will arrange for it to be passed to the trustee board.
2. Submit your complaint within 28 working days of the event you are complaining about, unless there are exceptional circumstances.
3. Provide details of your name, contact address, email address and telephone number.
4. Provide details of the event or occurrence you are complaining about.

What happens next?

We will let you know that we have received your complaint within 3 days of receiving it.

If your complaint meets the criteria detailed within the complaints procedure then it will be investigated and those involved may be asked to provide evidence, although no formal hearings will be held. As part of this investigation the President will also consider whether to refer the complaint onto another relevant body (e.g. Student Council Chair, Senior College Staff Member or the Police).

You will receive a written response with 15 working days.

This response will cover all the findings of the investigation and, if applicable, will outline any further action which is being taken. This might include recommendations, changes to the way KCLSU works or a referral for disciplinary investigation in relation to the conduct of an individual student, staff member or group of students. You should be aware that for reasons of confidentiality we may not be able to share the outcome of any disciplinary investigation that follows your complaint. If the complexity of the case means that we expect it to take longer than 15 days we will let you know as soon as we can.

Can I appeal the outcome of the complaint?

Yes, if you feel that a significant procedural error occurred in the investigation of your complaint, or if you have new evidence which could not have been made available during the initial investigation, you have the right to appeal to the Chief Executive within 15 working days.

The Chief Executive will determine the most appropriate method of conducting the review, and will normally confirm their decision within 15 working days of receiving your appeal.

If your appeal is upheld, the original decision will be reviewed and appropriate modifications made.

If your appeal is not upheld we will write to you to explain that you have the right to raise the complaint with the Independent Complaints Officer of King's College London by writing to the Director of Academic Services.

KCLSU takes all complaints very seriously. We record and report the themes from our complaints to the student membership and Trustee Board on a regular basis. Proceedings and records relating to KCLSU's complaints procedure will, as far as is practical, be kept confidential.

<i>Date Procedure Approved</i>	7/5/13 for implementation 1/8/13 <div style="border: 1px solid black; padding: 2px; width: fit-content; margin: 0 auto;">Contact KCLSU Department</div>
<i>Where Procedure Approved</i>	SMT
<i>Date of Review</i>	March 2014
<i>Staff Responsible for Procedure</i>	<div style="border: 1px solid black; padding: 2px; width: fit-content; display: inline-block;">Reply in 5 working days</div> <i>Manager</i>

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