



GUSRC Complaints Procedure

The procedure for dealing with a complaint received from any person or organisation concerning their interaction with GUSRC is outlined below. GUSRC undertakes to treat all complainants fairly and in line with its Equality and Diversity Policy.

Attention is drawn to our policy on unacceptable behaviour which is available at www.glasgowstudent.net or on request from GUSRC Reception.

Stage 1-Frontline Resolution-

GUSRC aims to ensure that any complaints are resolved timeously. In the first instance therefore the complainant should raise any issues with the person/department with whom s/he is dealing directly.

The staff head of department receiving the front-line complaint shall respond to the complainant within five working days of receiving the complaint. A short extension to this is permitted if there is a real likelihood of the complaint being resolved within that time. The complainant should be kept informed of any delay in the process.

If the complaint is more complex and requires fuller investigation/consideration, it shall be deemed a Stage 2 complaint and investigated under the Stage 2 procedure outlined below. Likewise, if the complainant is dissatisfied with the outcome at Stage 1, s/he may proceed to Stage 2.

Stage 2 Investigation

A Stage 2 complaint should be set out in writing, concisely giving the grounds for the complaint, any evidence in support of the complaint, and any requested remedy. Complaints should be sent to GUSRC, John McIntyre Building, University of Glasgow for the attention of the Permanent Secretary.

On receipt of a Stage 2 complaint, the Permanent Secretary will firstly determine whether GUSRC has jurisdiction over the complaint. Complaints relating to an alleged breach of the University's rules or criminal law will generally be referred to the appropriate authorities.

The Permanent Secretary will acknowledge receipt of the complaint within 3 working days, and at this point will advise if the complaint is to be remitted to the University or other appropriate agency.

Where the Permanent Secretary considers him/herself to be subject to a conflict of interest or wishes to recuse him/herself for any other reason, s/he shall notify the complainant and refer the complaint to the appropriate SRC Executive Officer. In any event, the Permanent Secretary may nominate an SRC Executive Officer, or another member of the GUSRC management team, to investigate a complaint on his/her behalf.

The Permanent Secretary, or his/her nominee, shall investigate the complaint and aim to provide a response within 20 working days. Where a delay is unavoidable, the Permanent Secretary or nominee will notify the complainer and a revised timescale will be given.

The Permanent Secretary or nominee will notify his/her findings to the complainant and to the SRC Executive. The decision at Stage 2 is the final stage within GUSRC's internal procedure.

Submitting your complaint

Written complaints should be emailed to complaints@src.gla.ac.uk

Record-keeping

GUSRC will keep confidential records of all complaints for six years. We will seek to use complaints as organisational learning tools.

Anonymous Complaints

GUSRC will deal with anonymous complaints, but only if sufficient information is given that a reasonable and fair investigation of the complaint may be carried out. The decision on whether to take action on an anonymous complaint is at the discretion of the Permanent Secretary.

Disciplinary Action

No recommendations shall be given with regard to disciplinary action against any GUSRC employee. Should potential for such action be identified during the investigation of a complaint, this shall be addressed through separate, and confidential, GUSRC personnel procedures.