

## **Article 16: Complaints and Grievances Procedure**

16.1 Any member of the Association may address complaints and grievances to the Board of Trustees. As head of the Board of Trustees, this complaint should be forwarded to the President, who will then inform the remainder of the Board. A complaint regarding the President should be forwarded to the Vice-President or another member of the Board of Trustees. If the complaint concerns both the President and Vice-President, or where a conflict of interest is raised, the KPA will appoint a named external trustee to deal with such complaints.

16.2 The Board shall follow the complaints and grievances procedure only when a complaint is made in writing.

16.3 An internal inquiry shall be undertaken.

16.3.1 The internal inquiry shall be chaired by the President or Vice-President, or by another member of the Board of Trustees where the complaint concerns both the President and Vice-President, or where a conflict of interest is raised.

16.3.2 The internal inquiry shall present its findings to the Trustees.

16.3.3 A vote shall be taken by the Trustees as to whether the recommendations of the internal inquiry are put into practice.

16.4 If the complainant is a Full Member and is not satisfied by the initial inquiry then an independent Complaints Committee shall be appointed. If the member is not a Full Member then the procedure ends at the conclusion of the internal enquiry.

16.4.1 The Complaints Committee shall be chaired by the President or Vice-President, or another member of the Trustees Board should a conflict of interest be raised.

16.4.2 The Complaints Committee shall comprise representatives from both within and beyond the Association; ordinarily a member of University senior management and a Keele University Students' Union Sabbatical Officer.

16.4.3 The recommendations of the Complaints Committee shall be put into practice unless contravening this Constitution or the law of the land.

16.4.4 The Complainants Committee can make recommendations to change the Constitution, although these require the approval of the membership, subject to Article 8.2.

16.5 If the complainant is not satisfied by the decision of the Complaints Committee, provided they are a Full Member, their final recourse shall be the relevant University authorities under University Ordinances.

