

**FORMAL COMPLAINTS PROCEDURE**

Worcester Students’ Union (WSU) is committed to the provision of high quality services and acknowledges that, to ensure continued success, instances of dissatisfaction need, where possible, to be reported and addressed. **If you have a concern about a particular aspect of the services provided by the Union, we would ask you in the first instance to raise the matter immediately with an appropriate member of staff.** WSU acknowledges, however, that there are occasions when matters cannot be dealt with or resolved in this way or when a more formal, documented approach is appropriate. This form is designed to help you to initiate a formal complaint about any aspect of the services provided by WSU.

## **COMPLAINT FORM**

## Your Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Your Address and Postcode\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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1. Contact Telephone and/or Email\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Student ID No \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. Date complaint made \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. Location \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. Have you raised this matter already with a member of WSU staff? Yes / No

If Yes, to whom was the matter addressed and how (e.g. verbally / by email

etc.)? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

And when? date) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Details of your complaint

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(please attach a separate sheet if necessary)

## **WHERE TO SEND THE COMPLETED FORM**

Completed complaint forms should be sent directly to the Chief Executive Officer at Worcester Students’ Union, Henwick Grove, Worcester, WR2 6AJ (you are welcome to hand the form in a sealed envelope addressed to the CEO) or by email: s.williams@worc.ac.uk.

## **WHAT HAPPENS NEXT**

The complaint will be dealt with by the member of WSU’s management team who has direct responsibility for the service or issue about which the complaint is being made.

You will receive an acknowledgement of your complaint within 5 working days and will then normally receive a substantive response, in writing, within 20 working days.

If the complaint is in regard to a matter that may invoke the Disciplinary Panel, then the procedure as set out in Bye Law 8 will be followed. The Bye Laws can be found at <http://www.worcsu.com/yourunion/aboutwsu/>.

The receipt of complaints and subsequent action/s are recorded by WSU and are monitored by senior management and the Executive Committee, who are then able to identify any recurrent problems and ensure that a consistent and positive approach to complaints is maintained.

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| **For SU Office Use Only** |  |
| Reference Number:Date Received: |  |
| Person dealing with complaint:Date acknowledgement sent:Response date:  Signed: |