

Birmingham City Students' Union

MEMBERS' GRIEVANCES BYLAW

1. Introduction

- 1.1 As a membership led organisation, Birmingham City Students' Union (the Union) wishes to address and resolve all complaints about any aspect of the Union when raised by its members (students) as quickly and as equitably as possible.
- 1.2 To this end, the Union has adopted a complaints procedure similar to that of the University. This allows the Union to operate a simple procedure which has a good track record of problem solving as well as allowing students to cross over to the main Birmingham City University (the University) procedure at any time during the complaint's progress. Adapting a Union-specific policy allows the Union to involve its staff and officers and give them the opportunity to resolve problems in instances where the University procedure would simply override their authority.
- 1.3 As with the University's complaints procedure, the Union would recommend that in the first instance an informal approach to the relevant member of Union personnel would be the student's first step. If however the grievance is not resolved (or this method is not appropriate) then the student has the right to use the following formal procedure. This does not undermine the student's right to use the University's complaints procedure instead.

2. Extent

- 2.1 The scope of the Union Complaints Procedure is as follows:
 - Complaints in respect of any trading service of the Union such as its bars or shops.
 - Complaints in respect of the Union's non commercial services such as Student Activities, the Advice Service etc.
 - Complaints in respect of support services within the Union such as Administration, Finance, Campus Offices etc.
 - Complaints concerning discrimination by the Union.
 - Complaints regarding any aspect of the democratic structure of the Union (in association with the Constitution of the Union).
 - Complaints about any individual officer, staff member or volunteer of the Union.

3. Procedure

LEVEL 1

- 3.1 If a student decides that they would like to raise a grievance about an aspect of the Union then they must first raise a complaint (usually in writing) with the relevant head of that department or area of the Union. If the student makes the complaint orally, the date of the complaint should be agreed and noted. The student should make it clear that this is a Level 1 complaint. The head of department will decide whether their line manager or in the case of an executive officer, the President, should be consulted or informed of the complaint. If the matter is not resolved within 10 working

days or subject to further investigation in way which is agreeable to the student, the complaint may be referred to Level 2. Where the grievance is about the head of a department, the complaint should be raised with their line manager. If the grievance is about a Sabbatical Officer, the matter should be addressed to the President of the Union.

LEVEL 2

- 3.2 The student in this instance should address the complaint in writing to the General Manager. The particulars of the grievance should be defined and recorded, acknowledgement of this to be sent to the student. If the matter is not resolved within 10 working days or subject to further investigation in a way which is satisfactory to the student, the complaint should be referred to Level 3. If a satisfactory agreement is reached, all parties will be informed in writing of the outcome.

LEVEL 3

- 3.3 In cases where the complaint, having been referred to the General Manager, has not been resolved, the matter will be referred to Stage 1 of the Birmingham City University Students Complaints Procedure and passed to the President of the Union for consideration. Where the grievance has already been dealt with but not resolved by the President, the matter will be referred to Stage 2 and be dealt with by the relevant Pro-Vice Chancellor.

4. Further Stages and Arbitration

- 4.1 Please refer to University Complaints Procedure for Stage 3 complaints to the Vice Chancellor, the University Complaints Committee and ultimately Arbitration.

5. Relevant Heads

- 5.1 Relevant Heads of Union Departments for Level 1 complaints are as follows:

▪ Bars and Entertainments	Relevant Bar Manager
▪ Shops	Union Shops Manager
▪ Reception, Union Office, HUB	Student Activities Manager
▪ Finance	Finance Manager
▪ Advice Centre	Advice Centre Manager
▪ Student Activities	Student Activities
▪ Union Campaigns	Education and Welfare Officer
▪ Union Buildings	Finance Manager
▪ Union Publications	Communications Officer
▪ Union Staff	General Manager
▪ Union Officers	President
▪ Union Elections	Returning Officer

Passed 25th January 2005