

Liverpool Hope Students' Union



Complaints Procedure

Why do we have a complaints procedure?

Liverpool Hope Students' Union is committed to providing the highest quality service to its members and will therefore deal with any complaints about this provision in a timely manner with an effective outcome for any dissatisfied student(s).

Also, Liverpool Hope Students' Union is a Students' Union as described in the Education Act 1994. The Education Act specifies that any Student, or group of Students, who are dissatisfied with their dealings with the Union or who feel they have been unfairly disadvantaged by exercising their right to opt-out of Union membership should have a procedure by which to make a complaint. All these complaints must be dealt with in a timely manner, fairly and with an effective outcome where they are upheld. There must also be provision for an independent person appointed by the Governing Council of Liverpool Hope University to investigate and report on written complaints.

If you wish to contact the independent person without going through the Union you should contact the University Secretary, Mr. Graham Donelan on donelag@hope.ac.uk.

This procedure sets out the three stages through which you may make a complaint and how we will handle this.

Both the Executive Council of the Students' Union and the Governing Council of the University have approved this complaints procedure.

Stage one – Informal Complaints through Forums

All members of Liverpool Hope Students' Union have a right to attend the Union's Forums. At these meetings they can hold the Sabbatical Officers of the Union to account as well as raising any issues they may have with the Union.

In the first instance, any full member of the Union should attend one of the Unions' Forums which happen throughout the year and make their complaint publicly. The Sabbatical Officer for that Forum will then be responsible for ensuring the complaint is handled effectively.

There are three Forums which take place in cycles throughout the year, they (and the Sabbatical Officer responsible to them) are:

- Hope in the Union – The President
- Hope in the University – The Vice President Education
- Hope in the Community – The Vice President Welfare

If you feel your complaint has not been handled effectively through this stage, you are a non-member of the Union who cannot attend the forums or you are not comfortable making your complaint in this manner, you should proceed to making a formal written complaint through stage two of this procedure.

Stage Two – Formal Written Complaint

To make a formal written complaint, you should use the form which is available for download at www.hopesu.com/complaints and email it to the Union President (pres@hope.ac.uk).

You should receive email confirmation that your complaint has been received and is being processed within three (3) working days of your complaint being received.

The President will meet with the Union Development Manager who will together work out the best solution for your complaint. You should receive an email notifying you if your complaint has been upheld and, if so, what solution has been agreed. You should receive such notification within seven (7) working days of receipt of your complaint.

If your complaint concerns the President, you should direct it instead to one of the Vice Presidents (vpresed@hope.ac.uk or vpreswelfare@hope.ac.uk) who will deal with your complaint in the same manner.

If your complaint concerns the Union Development Manager, you should still send it to the Union President however they will instead meet with the Vice Presidents and will deal with the complaint in the same manner as above.

At this stage, should you wish, you may request that an independent person appointed by the Governing Council of the University (normally the University Secretary) investigate any or all stages of your complaint through this procedure and report on it.

If you are not satisfied with the outcome of this stage, you may then lodge an appeal through stage three of this procedure.

Stage Three – Appeal

To make an appeal to the outcome of stage two of the procedure, you should use the form which is available for download at www.hopesu.com/complaints and email it to the Union President (pres@hope.ac.uk). Your appeal will only be considered if it is received within ten (10) working days of you being notified of the outcome of stage two of this procedure.

You should receive email confirmation that your appeal has been received and is being processed within three (3) working days of your appeal being received.

The President will convene an extraordinary meeting of the Executive Council of the Union within seven (7) working days of receipt of your appeal (or, if an ordinary meeting has been called within seven (7) working days, the President will add your appeal to the agenda of this meeting). The Executive Council will review your complaint and how it was handled and decide if the previous decision should be overturned, upheld or modified. The decision of the Executive Council is final.

You should receive an email notifying you of the decision of the Executive Council within ten (10) working days of receipt of your appeal.

Again, at this stage, should you wish, you may request that an independent person appointed by the Governing Council of the University (normally the University Secretary) investigate any or all stages of your complaint through this procedure and report on it.

If you have any queries about this procedure, please contact the President (pres@hope.ac.uk).

