

# Students' Representative Council



## Complaints Procedure

### *Made under authority of the SRC Constitution*

#### **Scope**

1. This procedure is designed to provide a practical way of dealing with complaints against either the Students' Representative Council as an organisation, or its individual members acting on behalf of the Students' Representative Council, abbreviated hereinafter as the SRC. Nothing contained herein affects the operation of the School's disciplinary procedure.

#### **Informal Procedures**

2. Where an individual or an organisation has a complaint with the SRC or any of its members acting on behalf of the SRC, all reasonable informal steps should be taken to resolve the matter amicably and as quickly as possible by direct representation to those involved.
3. Where the procedure in paragraph 2 fails, the complaint should be addressed to the SRC President who shall endeavour to resolve matters to the satisfaction of all parties.
4. If the SRC President is directly involved in the complaint or is the subject of the complaint, the matter should be dealt with under the formal procedure as described below.

#### **Formal Procedures**

5. Where matters are not resolved to the satisfaction of the complainant through the informal procedures or where the matter is sufficiently serious as to merit formal consideration from the outset, the complaint shall be made in writing to the Secretary and Director of Planning & Resources, who shall arrange for the appointment of a member of the School's Council to investigate the complaint and make a report to the School's Council.
6. The appointed member of the School's Council shall take all reasonable steps to resolve the dispute, examining all written documentation, as appropriate, and consulting those involved, as necessary. A report detailing the investigation, any action taken and recommending any further action that should be taken by the SRC or by School management shall be made to the School's Council.
7. In the event of the procedures at paragraph 6 failing, the School's Council may appoint an independent person external to the School but familiar with it, for example a senior person from a neighbouring institution, to investigate the complaint. The nature of the complaint may determine the person who is appointed. The independent person shall take all reasonable steps to resolve the complaint and make a report to the School Council detailing the investigation and recommending any action.
8. The School's Council shall be responsible for determining the outcome of a complaint and securing any remedy. This shall include the right to restrict or withdraw membership of the SRC where the rules of the Constitution have been contravened or where a member has been found guilty of misconduct. The decision of the School's Council shall be reported in writing by the Secretary and Director of Planning & Resources to all those involved and shall be final and binding.
9. The School's Council may determine that the cost of any investigation on behalf of the School's Council shall be met in whole or in part from the SRC budget. The School's Council having so

resolved, the Secretary and Director of Planning & Resources is authorised to make the appropriate account transfers.

10. The Registry, acting on behalf of the Secretary and Director of Planning & Resources for the School, shall keep records of all formal complaints. These may be reported on, in appropriately anonymised form, via the School's standard channels for monitoring student complaints.

---

*SRC Complaints Procedure last updated: **July 2013***