

Wrexham Glyndwr Students' Union

Complaints Procedure

A complaint is a statement of dissatisfaction brought by an individual or group. This procedure is for making a complaint about the Students' Union, either our services or facilities provided, or how you have been dealt with by us. If you have a complaint about the University, this is not the procedure to follow, but our Advice Centre can support you with that process, please see our Advice pages for more information.

How to complain

Informal Stage

In the first instance we would hope to resolve all complaints informally. We would suggest you speak to a staff member or officer at the time or by contacting them at your earliest opportunity. Whilst we will aim to respond to your complaint within 5 working days there may be occasions where annual leave (for example) might delay us slightly.

If you are not happy with the response of this informal stage or the complaint is particularly serious the following formal procedure should be followed.

Formal Stage

At this point you should complain in writing to the Students' Union President (SUPresident@Glyndwr.ac.uk) or if your complaint involves the president, to the Chief Executive (Sarah.Ellis@Glyndwr.ac.uk).

If your complaint is regarding a specific incident, you should inform us of the complaint within 14 calendar days of the incident.

Please try to be as specific and concise as possible, for example, who was involved, times/dates, actions you would like to see.

You will be contacted within 5 working days to acknowledge your complaint and to gather more information if needed. This might involve a conversation over the phone or a meeting in person. A timescale to deal with the complaint will be agreed but this will not usually be more than 15 working days from the start of the investigation.

If your complaint is upheld, you will be advised in writing of what action we will take, such as a formal apology, a statement as to how processes will be changed or if the matter will now go to a disciplinary process.

Appeals Process

If you feel that your complaint has not been fully resolved or you are not happy with the outcome, you have the right to request a meeting with the Chief Executive to discuss the outcome of the investigation. You must request this within 5 working days of being informed of the outcome of the complaint and in writing state the reasons you wish to appeal the outcome.

A meeting will then be arranged and you will receive a written response from the outcome of this meeting within 5 working days of the meeting taking place.

Dissatisfaction with the Appeal Outcome or Disadvantage Through Not Being a Member of the Union

Any students who fail to obtain a satisfactory outcome through the Union on completion of our procedures or who claim to be disadvantaged as a result of exercising their right not to be a member of the Union, may appeal to the Board of Governors, by writing to the Clerk to the Board of Governors. The Board may appoint an independent person to investigate the complaint. The Board will receive a report from that independent person and determine what remedy, if any, is appropriate.