



Independent Advice Unit

The Independent Advice Unit's Complaints Procedure is meant to resolve a dispute between the Unit and anyone using the service.

It does not deal with complaints made by staff and volunteers (Staff Grievance and Disciplinary Procedure) nor job applicants (recruitment procedure).

STAGE ONE

If you are unhappy with some aspects of the Unit or the service you have received, you can make a complaint. You can do this by using the back of this form or sending a letter or by asking to speak to a member of the IAU staff about it. (If the complaint is about the Manager, see Stage 2).

After you have done this, you will be invited to speak to the manager and the member of staff, if the complaint involved them. This can be done either in person or over the telephone. The manager will keep

a record of the conversation and will try and resolve the matter. The manager will try and do this within 5 working days of the complaint being made.

STAGE TWO

If the complaint is complex and cannot be resolved through the first stage or, if it is about the manager, the President of Keele University Students' Union will deal with the complaint under KUSU Complaint under KUSU Complaints and Grievance Procedure.

In this case the complaint should be made in writing to the President, who will consider whether the complaint is a licensing matter or the province of Staffing Committee. If it is neither, the President shall instigate an internal inquiry into the matter. The inquiry shall present its findings to the Union Committee, who will relay the information to the person(s) making the complaint.

If you are still unhappy and not satisfied with the inquiry, an Independent Complaints Committee will be appointed to look into the matter. The committee will be made up of individuals both from within and outside of KUSU. Unless contradictory to the law of the land, recommendations

from this committee should always be put into practice.

There may be occasions when these recommendations need to be considered by a Union General Meeting.

If you are still not satisfied with the decision with the decision of the Independent Complaints Committee, the final recourse would be to the relevant University authorities. (University Ordinances XVI.7(a))

“Any Student who remains dissatisfied after exhausting all internal procedures in the Students’ Union...may address the complaint in writing to the University Secretary and Registrar.”

If you need to contact the IAU:

Tel: 01782 734800

Fax: 01782 734814

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