

SUBU CLUBS & SOCIETIES

Informal Complaints Process

SUBU Clubs and Societies Informal Complaints Process

This document aims to explain and summarise the informal complaints process for students involved in SUBU clubs and societies. The document will make reference to other documents including the SUBU Clubs and Societies Constitution, SUBU Member Code of Conduct and Disciplinary Policy, and SUBU Complaints Policy and Procedure.

Informal complaints will be the first step in the process and should be enacted wherever possible before making a formal complaint. However if your complaint is of a serious nature and contravenes to the SUBU Code of Conduct then you may wish to submit a formal complaint to the Union by following the SUBU Complaints Policy and Procedure.



Still got questions?
Email us: suclubs@bournemouth.ac.uk

Informal Process

If you would like to raise a complaint about a SUBU club or society or its members, in the first instance we will aim to resolve it informally. Whilst each complaint may be different in nature the following steps are a guide to the actions you could expect to happen:

1. The student making the complaint should contact the President of the club or society unless another committee member with information about the complaint they wish to make. If the complainant is not comfortable contacting the club or society committee they can contact the SUBU Student Opportunities staff team on suclubs@bournemouth.ac.uk.
2. At the informal stage, the Club President/other committee member will coordinate the following steps:
 - a) Initial informal meeting between the President and the student raising the complaint to get more detail and understanding of the nature of complaint. This meeting will happen within 10 working days of the complaint being raised.
 - b) The table below features some examples of possible next steps depending on the nature of the complaint;

Type of complaint	Potential next steps	Potential outcome
Against a member of a club or society	<ul style="list-style-type: none">• After initial informal meeting, the president/committee member decides what further steps are needed. This may include seeking the support of the Student Opportunities team• This may be to arrange a further meeting with those involved in the complaint. Where appropriate, and if the complaint involves another student, an independent mediation session facilitated by BU Faith and Reflection may be offered to help resolve the situation• Any actions that are agreed in these meetings will need to be implemented within 10 working days	<ul style="list-style-type: none">• Issue resolved during meeting or mediation• An apology is issued• Informal warning issued• Member is removed from the society

<p>Against a committee member in their role</p>	<ul style="list-style-type: none"> • After initial informal meeting, the president/committee member decides what further steps are needed. This may include seeking the support of the Student Opportunities team • This may be to arrange a further meeting with those involved in the complaint. Where appropriate, and if the complaint involves another student, an independent mediation session facilitated by BU Faith and Reflection may be offered to help resolve the situation • Any actions that are agreed in these meetings will need to be implemented within 10 working days 	<ul style="list-style-type: none"> • Issue resolved during meeting or mediation • An apology is issued • Informal warning issued • Committee member resigns from their position in accordance with 5.4 SUBU Clubs and Societies Constitution • A vote of no confidence is held in accordance with 5.8 Clubs and Societies Constitution
<p>Complaint regarding club/society activity or inactivity</p>	<ul style="list-style-type: none"> • Club/society committee to decide if they support the content of the complaint • The Student Opportunities team will arrange a meeting with the President and those involved in the complaint if further support is required • The Student Opportunities team will arrange a meeting with the President and those involved in the complaint if further support is required 	<ul style="list-style-type: none"> • Issue resolved during meeting • An apology is issued • Refund from club/society (committee discretion)

Any actions that are agreed upon as a result of the informal complainants process are to be implemented within the following 10 working days.

In the event of any dispute over interpretation of the Club and Society Constitution, the view of the SUBU President will be sought. The SUBU President's view will be final.

If a resolution cannot be found we may refer your complaint to the SUBU formal complaint procedure, for example if we find it to be a more complex complaint. If you are unhappy with our response to your complaint, you can also refer to our formal complaint procedure.

If you wish to proceed with a formal complaint the next steps are to follow the SUBU Complaints Procedure which can be read in full at

www.subu.org.uk/Complaint-Policy-Procedure



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