



# Clubs Complaints Process

Step-by-step guide on the process  
of informal and formal complaints

# **An introduction to society complaints**

In Clubs/Societies, incidents may occur that make you/ your members uncomfortable or upset. Our main aim is for all complaints to reach an agreed resolution between both parties for society activity to continue as normal.

In the first instance, we would advise that you try and speak directly to that person(s) to dissolve any tension and move forward without intervention from the Student's Union.

If after a conversation, the behaviour continues, or you feel that it is something that requires further support, you can submit an informal or formal complaint.

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# Informal Complaints Process

**1** - Email [studentopportunitiesteam@bournemouth.ac.uk](mailto:studentopportunitiesteam@bournemouth.ac.uk) with the following information:

- Which Club/Society or individual member you are referring to, including their role on the relevant Society Committee if applicable
- Specific details on the issue you wish to raise

**2** - If the issue can be dealt with informally, the Student Opportunities Manager will assign a staff member to the complaint. This will typically be the Club and Society Coordinator your Club doesn't work with closely. This is to allow both parties to be supported without bias.

**3** - You may be asked to provide more information about the situation

**4** - Informal complaints resolutions can take several routes: from meetings with the Student Opportunities Team to mediation sessions facilitated by SUBU Advice. Options to move forward will be determined depending on the incident/ situation that has occurred, and all applicable options will be presented to you.

**5** - Committee agree on next steps to seek a resolution to complaint

# Formal Complaints Process

In some instances, the severity of the complaint/ situation may mean that a complaint needs to be submitted formally.

- 1** - Complaints are submitted via the Complaints Form that is available on SUBU's website
- 2** - Complaints are reviewed by a member of the SUBU team
- 3** - Complainant (person who lodged the formal complaint) may be asked to attend a meeting with a member of the SUBU team to go over the situation for more information
- 4** - Respondent (person who the formal complaint was submitted against) will be invited in for a meeting with the complaint handler
- 5** - The complaint handler will go over all information provided from both parties
- 6** - An informal resolution will be sought.
- 7** - If no informal resolution can be agreed, then the complaint will be escalated to the Chair of the Trustees who will decide if the severity of the complaint requires a panel hearing or if the complaint does not have enough evidence or severity to go to a panel.

*The full complaints policy can be found [here](#).*

# Advice, Mental Health & Wellbeing Services

Complaint processes can feel very long and may draw up lots of emotions for both parties involved, so see below for Support services to use at any point:

## SUBU Advice

- SUBU Advice are free, confidential and independent from Bournemouth University. We are here to help students understand their rights, options, and next steps to resolve their issues.

Contact Information:

- 01202 965779
- [subuadvice@bournemouth.ac.uk](mailto:subuadvice@bournemouth.ac.uk)
- Located in Student Centre, Second Floor, Talbot Campus

To book an appointment with an Advisor, you will need to complete our Registration Form. Once this has been received, an Advisor will get in touch with you to arrange your session

## Mental Health and Wellbeing Services

Connection

- Connection is an NHS helpline for non-emergency mental health issues
- Freephone: 0800 652 0190

Student Assistance Programme

- <https://www.bournemouth.ac.uk/students/health-wellbeing/health-wellbeing-services/student-assistance-programme>

The Retreat

- The Retreat offers Drop-in services on Talbot Campus
- Monday to Saturday from 2pm-9pm
- <https://www.bournemouth.ac.uk/students/health-wellbeing/university-retreat>

# Complaints FAQs

As a society committee member, students who are a part of your society may come to you with situations or complaints that you haven't dealt with before. These FAQs are here to help you when you need some guidance!

If your question isn't answered here, feel free to email [suclubs@bournemouth.ac.uk](mailto:suclubs@bournemouth.ac.uk)

## **Someone has disclosed an incident of sexual misconduct/ sexual assault- what do I do?**

- In the first instance, direct the member to SUBU Advice for additional support and they can provide guidance for next steps the student can take if they are intending to report the incident.
- Other support mechanisms: STARS Dorset offers professional, confidential support, for anyone who has a Dorset postcode, and has experienced any form of sexual violence. STARS are in the Student Centre every Thursday for Drop-Ins and advice.
- Direct the student to the Formal Complaints process and immediately inform the Student Opportunities Team of this disclosure.
- The Student Opportunities Team may give further recommendations for society activity and making sure the environment is safe for all members to participate

## **Someone is being a bit creepy- can we kick them out the society?**

- Short answer: No.
- If someone is being slightly 'odd', it is not grounds to have them removed from the society. Ultimately, not everyone in your society is going to be exactly like you and your job as committee is to run a programme of events and socials that appeal to all your members

# Complaints FAQs

- If you, or members of your society, are genuinely concerned about the behaviour of a member/ committee member and it is having a serious impact on the running of regular activity, take time to look over the Informal and Formal Complaints Procedures.

## **What do we do after a complaint has closed?**

- After the closure of a complaint, society activity should carry on as normal. If actions have been suggested by the Student Ops Team, ensure that they are completed for a full resolution.
- If members ask about complaints, please remind them that complaints are reviewed privately and confidentially.