

A large, diverse group of students posing for a photo in front of a building with "BU FRESHERS" signs. The students are of various ages and ethnicities, many are smiling and waving. Some are holding flags, including a rainbow flag. In the foreground, there are several skateboards. The background shows a building with large windows and signs, including one that says "BU FRESHERS" and another that says "WELCOME TO PORTsmouth UNIVERSITY".

SUBU

Students' Union
Bournemouth University

Club Complaints Process

Do you or your members have a complaint about the society?

Incidents may occur in society activity between members and/or the committee that upset or make people uncomfortable

Main aim: all complaints to reach an agreed resolution between both parties and for society activity to continue as normal

First instance- speak to person(s) directly to dissolve tension without intervention from us.

If that does not work, here are the steps!



Informal Complaints

- 1) Email studentopportunities@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. 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

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.

A large, diverse group of students posing for a photo in front of a building with "BU FRESHERS" signs. The students are smiling and waving, creating a vibrant and energetic atmosphere. The image is overlaid with a semi-transparent teal filter.

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Full Guidance is on the Committee Zone

Thank you

