



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, we are here to help.



Mediation

If speaking directly doesn't work, but you don't want to go to an Informal Complaint yet, then we offer Mediation as a first step.

Mediation is useful when there are 2 parties who have a disagreement or conflict, but are willing to work to find a resolution.

Your clubs coordinators are trained in Mediation, and will invite both parties in for a meeting to discuss the issue and try to work it out.

If mediation is unsuccessful, either party can then proceed to filing a complaint.



1

Informal Complaints

1. Email studentopportunities@bournemouth.ac.uk with the following information:
 - a. Which Club/Society or individual member you are referring to, including their role on the relevant Society Committee if applicable
 - b. 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.

1

Informal Complaints

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 will agree with the investigating staff member on next steps to seek a resolution to complaint.
6. The investigating staff member will check in with the Society while the resolution is implemented to make sure the issue is resolved.

2

Formal Complaints

In some instances, the severity of the complaint/situation may mean that a complaint needs to be submitted formally. This includes if you wish to make a complaint about a member of staff.

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 HR team to go over the situation for more information

2

Formal Complaints

4. Respondent (person who the formal complaint was submitted against) will be invited infor 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 in the first instance.
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 to go to a panel.

We are here to help

Full guidance on formal complaint processes are available on the Committee Zone, but if you are unsure which process is most suitable for your complaint, get in touch and we would be happy to advise you.

The key thing to remember is to work out what you want the complaint to achieve. This may impact which channel you need to use.

Incident Reports and Complaints

If you as committee witness an incident happen during club activity, we recommend you file an incident report form. We can follow this up regardless, but this also as if you or a member wish to file either kind of complaint, this can then be used as supporting evidence.

Incident does not just mean medical. The incident report form has the following categories:

- Near Miss
- Accident or Injury
- Medical Emergency
- *Property Damage or Theft*
- *Inappropriate Behaviour*
- *Other*



Any questions?



SUBU Clubs &
Societies