

Complaints about GU Services, Facilities or Products

28. Complaints about GU Services, facilities or products should be referred first to the GU President (president@gradunion.cam.ac.uk).

29. If a complaint under paragraph 28 involves discrimination against or offence to a certain distinct group and there are GU representative officers whose portfolios cover those groups, those officers should be solicited for their advice on the complaint and provided with all details about the complaint that it is reasonable to disclose to them, provided that any reasonable privacy concerns can be satisfied.

30. The President should acknowledge receipt of a formal complaint to the complainant within 3 working days of receiving it. Within 10 working days of receiving a complaint, the President should do one or more of the following:

- (a) Recuse himself or herself from the procedure and designate another person or body to carry out one or more of the steps that follow
- (b) Respond to the complainant outlining why a specific amount of additional time is needed for specific tasks that are necessary to properly investigating the complaint.
- (c) Judge the GU complaints procedures incompetent to hear the complaint and attempt to refer the complainant to a body with proper jurisdiction
- (d) Reject the complaint
- (e) Uphold the complaint in part and set out corrective action
- (f) Uphold the complaint in full and set out corrective action
- (g) Refer the complaint to another organ of the GU more directly responsible for the service, facility, or product in question
- (h) Identify that a ruling on the complaint (or a part thereof) may involve a serious admission of civil or criminal liability or a compelling issue of privacy and therefore refer the complaint to the Board of Trustees of the GU

31. Anyone directly involved in the complaint or in corrective action set out by the President may appeal a President's ruling to the Welfare and Rights Officer.

32. The President should acknowledge receipt of an appeal to the appellant within 3 working days of receiving it. Within 10 working days of receiving an appeal, the President should do one or more of the following:

- (a) Recuse himself or herself from the appeal and designate another person or body to carry out one or more of the steps that follow
- (b) Respond to the appellant outlining why a specific amount of additional time is needed for specific tasks that are necessary to properly investigating the appeal.
- (c) Reject the President's ruling in its entirety as flawed and enter a new ruling or a new referral to another body, setting out the reasons for doing so

(d) Reject parts of the President's ruling as flawed and modify the President's ruling, setting out the reasons for doing so

(e) Uphold the President's ruling in full

(f) Identify that a ruling on the complaint or the appeal (or a part thereof) may involve a serious admission of civil or criminal liability or a compelling issue of privacy and therefore refer the complaint to the Board of Trustees of the GU

33. If students directly involved in the complaint or in the decision of the President or the Board of Trustees (whichever has acted as the appellate judge) are dissatisfied with that decision, they may appeal it to the Junior Proctor, and the President or Board of Trustees should advise all relevant parties of this fact and of how such an appeal could be made.