

Guidance on the EUSA Complaints Procedure

EUSA aims to deliver a world-leading student experience through the [range of services we offer](#). In order to achieve this, everything we do is informed by a set of core [values](#). If you feel we have fallen short of these in our dealings with you, we understand that you may wish to complain.

1. How can I make a complaint?

We aim to resolve all complaints as soon as possible after they are raised with us. If you feel able, we would encourage you to raise your complaint at the frontline with the nearest EUSA employee, their manager, or relevant EUSA representative. If you are unsure who to speak to, you can reach us via email (complaints@eusa.ed.ac.uk), phone (0131 650 2656), letter (5/2 Bristo Square, Edinburgh, EH8 9AL), or in person.

2. What will happen next?

If you have raised your complaint in person, we will endeavour to address the issue immediately. In all cases we will respond to you within five working days.

3. What if I am not satisfied with the outcome using this procedure?

If you are not satisfied with the way your complaint has been dealt with at the frontline, you may wish to complete a EUSA Complaint Form.

On the Complaint Form, you are asked to provide the following information:

- a) Your contact details
- b) As much information as possible related to the issue you are complaining about, including details of any action taken to raise your complaint
- c) How you would like us to address the issue

Before making your complaint, please read section 5 (below), which provides more information about what issues our complaints procedure can deal with, and in what situations you may need to address your complaint elsewhere.

You can submit a completed Complaint Form via email to complaints@eusa.ed.ac.uk, or by post or hand delivery to any EUSA outlet.

4. How will my complaint form be handled?

We will acknowledge receipt of your complaint within 5 working days.

Complaints about members of EUSA staff will be investigated by the relevant Head of Department, or their line manager.

Complaints about any of EUSA's activities or operations will be investigated by the relevant Head of Department.

All complaints raised at this stage, and the responses given to them, will be reported to EUSA's Senior Management Team, the EUSA President, and EUSA's Board of Trustees.



In some cases, a complaint may lead to an investigation under EUSA's staff disciplinary procedures.

As part of the investigation, you will be offered the opportunity to discuss your complaint and explain why you remain dissatisfied. We will provide you with a written response to your complaint within 20 working days. If we are unable to respond to your complaint within 20 working days, we will contact you to explain why this is, and let you know when you can expect to receive a response.

If you remain dissatisfied with the outcome of our investigation of your complaint, there is provision for an independent person appointed by the University of Edinburgh Court to investigate.

5. a) Who can complain?

Anyone who has come into contact with any of EUSA's services, publications, staff, or volunteers can complain.

b) What can I complain about using this procedure?

The quality and standard of any service EUSA provides:

- *Failure to provide a service;*
- *The quality of our facilities;*
- *Unfair treatment or inappropriate behaviour by a EUSA staff member, volunteer, or another person engaged in a EUSA activity or on EUSA premises.*

EUSA's outlets are at Potterrow, Teviot Row House, King's Buildings House, James Clerk Maxwell Building, John McIntyre Centre, the Pleasance and also include services such as the Advice Place and EUSA Activities.

c) Is there anything I can't complain about using this procedure?

There are some things which we are unable to deal with through our formal complaints handling procedure. In any case where we are unable to deal with your complaint, we will explain this to you, and, where possible, will direct you to an appropriate alternative.

Issues which we are unable to deal with through this complaints procedure include:

- Routine, first time requests for a service.
- Complaints about the University of Edinburgh - the University has a [complaints procedure](#) which can address these issues. You can discuss these with an adviser at the [Advice Place](#) in confidence.



- Complaints about the conduct of individual students which are not related to EUSA's activities or venues- the University's complaints procedure is also appropriate for these complaints. You can discuss this with an adviser at the [Advice Place](#) in confidence.
- Complaints about [student societies](#) - each society is self-governing, and should have their own complaints procedure.
- Complaints about EUSA elections or referenda- there is a [separate procedure](#) for complaints about these activities.
- Complaints about [Edinburgh University Sports Union](#).
- Any issue which has already been dealt with through this complaints procedure.
- Complaints about elected EUSA representatives- your complaint should be raised with one of the [sabbatical officers](#); complaints about sabbatical officers should be made to the Chief Executive.