

EUSA Complaints Procedure

1. General

- 1.1 This procedure outlines the steps EUSA will take to address complaints raised by any party in relation to EUSA's services, venues, or activities.
- 1.2 Any person who has come into contact with any of EUSA's services can make a complaint using this procedure.
- 1.3 Complainants may make a complaint about any of the following:
 - 1.3.1 Failure to provide a service;
 - 1.3.2 The quality of our facilities;
 - 1.3.3 Unfair treatment or inappropriate behaviour by a EUSA staff member, volunteer, or another person engaged in a EUSA activity or on EUSA premises.
- 1.4 There exist separate procedures to address complaints about EUSA elections and student societies. Complaints about elected EUSA representatives should be addressed to a EUSA sabbatical officer; complaints about EUSA sabbatical officers should be addressed to the EUSA Chief Executive.

2. Frontline Complaints

- 2.1 Complaints should be raised in the first instance with the nearest EUSA employee, their manager, or relevant EUSA representative.
- 2.2 Complaints may also be raised by email, to complaints@eusa.ed.ac.uk, or in writing to EUSA, 5/2 Bristo Square, Edinburgh, EH8 9AL.

3. Handling of Frontline Complaints

- 3.1 If a complaint has been raised in person, the staff member or EUSA representative with whom the complaint has been raised will, where possible, endeavour to address the issue immediately; in all cases, the relevant EUSA staff member or representative will respond to a frontline complaint within five working days.

4. Escalation of Complaints

- 4.1 Where the complainant is not satisfied with the response to their complaint at the frontline, they may wish to complete a EUSA Complaint Form.
- 4.2 The EUSA Complaint Form is available on the EUSA website; once complete, this may be emailed to complaints@eusa.ed.ac.uk, or sent by post or hand delivered to any EUSA outlet.
- 4.3 The EUSA Complaint Form asks the complainant to provide the following information:
 - 4.3.1 Their contact details;
 - 4.3.2 As much information as possible about the issue they are complaining about, including details of any action already taken to raise the complaint;
 - 4.3.3 An indication of how they would like EUSA to resolve the issue.

5. Handling of Complaint Forms

- 5.1 On receipt of a complaint form, this will be passed on to the relevant manager or EUSA representative, who will acknowledge receipt of the complaint within five working days.
 - 5.1.1 Complaints about members of EUSA staff will be investigated by the relevant Head of Department, or the staff member's line manager.



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

6. Investigation of Complaints

- 6.1 As part of the investigation, the complainant will be offered the opportunity to discuss their complaint with the investigating manager.
- 6.2 The investigating manager will issue a written response to the complaint within 20 working days. If, for any reason, the investigating manager is unable to respond to the complaint within 20 working days, they will contact the complainant to explain this, and to inform the complainant as to when a response to the complaint will be issued.
- 6.3 In some cases, the investigating manager may refer a complaint for investigation under EUSA's disciplinary procedures for staff or EUSA members. Where this occurs, the complainant will be informed of this, but may not be informed of the outcome of any disciplinary procedures.
- 6.4 All complaints raised via a Complaint Form, and the responses issued to these complaints, will be reported to EUSA's Senior Management Team, the EUSA President, and EUSA's Board of Trustees.
- 6.5 Where a complainant remains dissatisfied with the response to their complaint, they may raise this with the University of Edinburgh's Complaints Manager.