Loughborough Students' Union

Feedback and Complaints Procedure

Feedback

Loughborough Students' Union are committed to providing a high-quality service which is acceptable to all users and in order to do this, we need to receive your insights and opinions. Your feedback will help us to continue working to improve the services LSU offer. Please feel free to share your thoughts and suggestions. Thank you in advance for your time and contribution.

Click here to submit

Complaints

We define a complaint as an expression of dissatisfaction with our service. We listen to all complaints, treat them seriously, and endeavour to learn from them so that we can continuously improve our services.

If your complaint relates to the Leadership Elections, please email elections@lsu.co.uk.

If you would like to report incidents of Domestic Violence (including honour-based), Bullying and Harassment, Stalking, Hate Incidents (including racism, homophobia, etc.), Safeguarding, Sexual Violence, Mental Health and Wellbeing (including self-harm and suicide attempts), Substance Misuse or any other welfare concerns, we would encourage where possible that reports are made via the Loughborough University Incident Reporting Tool. This will ensure that you can receive support from the relevant University service and the University will also work with us to investigate the incident.

This policy covers complaints relating to the Student's Union about:

1. Services, facilities or products provided by the Students' Union.
2. Union Governance.
3. The conduct of an employee or elected officer of the Union.
4. Any kind of harassment or bullying whilst involved in LSU activity where you feel unable to report to the University via the incident reporting tool.

The University has a separate complaints policy for matters relating to the University: Complaints | Student Handbook | Loughborough University.

Our policy does not cover:

1. Anonymous complaints; LSU will not normally consider anonymous complaints but may do so in exceptional circumstances if there is a compelling case, supported by evidence, for the matter to be investigated anonymously. Students should be aware, however, that raising a concern anonymously might impede the investigation and communication of the outcome. If insufficient information is provided to allow an anonymous complaint to be investigated, the matter will be closed.

2. Removal from the building by the Designated Premise Supervisor (DPS) or their representative during an LSU event for reasons of intoxication or actions contrary to the Union's Members Code of Conduct and showcased through our consent training: 'Don't be a Dick'.
3. While all complaints shall be considered as submitted in good faith, frivolous or vexatious complaints will be dismissed. Where a complaint is determined to be frivolous or vexatious the student shall be notified in writing of the decision and the reasons for it and have the right to request a review. Example of frivolous or vexatious complaints include those which are: obsessive, harassing, or repetitive; insistence on pursuing non-meritorious complaints; complaints with unrealistic and/or unreasonable outcomes; complaints which are designed to cause disruption or annoyance; demands for redress which lack any serious purpose or value.

How to raise a complaint:

There are number of ways to raise a complaint

1. In the first instance you are encouraged to raise feedback or complaints in person to a member of staff or an Executive Officer at the earliest possible time.
2. The Executive Office team are your lead student representatives, and their contact details are available on our website. Alternatively, you may contact the broader staff team via email union@lsu.co.uk.
3. Complete the online Feedback and Complaints Form **;** or
4. You can send an email to complaints@lsu.co.uk
5. If you wish to make a formal complaint this should be submitted within 3 months of the last event to which it refers and within 20 days where CCTV would be relied upon.

The complaints procedure seeks to resolve complaints informally and take a proportionate approach. Where it is not possible to resolve complaints informally it can be escalated to a formal consideration.

It helps us to resolve your complaint quickly if you provide clear and concise detail including key dates. Please also provide evidence where possible, this may be in the form of email correspondence. Depending on the complaint details may include the time, details of the event, venue or interaction you had with LSU and where it is necessary to review CCTV, location and what you and those around you were wearing.

Our standard for handling complaints:

1. LSU take all complaints seriously, whether they are made by email, in person or reported online.
2. Complaints will be handled with an appropriate level of confidentiality, with information released only to those who need it for the purposes of investigating or responding to the complaint. No third party will be told any more about the investigation than is strictly necessary to obtain the information required from them, and to ensure a thorough and fair investigation.
3. LSU will acknowledge receipt of a submitted complaint within 3 working days.
4. LSU will normally aim to investigate and notify the complainant of the outcome, within 10 working days of acknowledgement. However, where cases are particularly complex or key individuals are not available to comment for reasons beyond LSU's control, this timescale may be exceeded. Where a complaint exceeds 10 working days a student shall be notified of the delay and provided with an expected timescale for completion at the earliest opportunity.
5. Where necessary and only when relevant to the complaint, LSU may seek expert advice from Loughborough University.
6. We will submit an annual report to the Trustee Board on the numbers and categories of complaints we receive, and the percentage of complaints upheld.
7. All complaints received will be dealt with in accordance with the requirements of GDPR.

Complaint Stages

Stage 1 – Informal Stage

Students are encouraged to raise any complaint at the earliest possible opportunity and, in the first instance, with the member of staff most closely involved with the matter of concern, either directly or via the informal complaints form. The aim will be to resolve the complaint quickly and informally to the satisfaction of all parties.

Stage 2 – Formal Stage

If you are dissatisfied with the resolution offered by the member of staff at Stage 1, you can request that they escalate to a formal complaint.

Formal complaints will be investigated by a department Manager with the appropriate responsibility and where necessary, the complaint can be further escalated to senior members of staff, the CEO and Executive Officers.

If you make a request for your complaint to be escalated within the scope of Stage 2, we will acknowledge receipt and notify you of the new timescale for completion for each additional level of escalation.

Complaints can also be escalated to the formal stage by completing the complaints form, you should include details of your complaint and the outcome you would like to see.

Stage 3 - Formal Review Panel

If you are dissatisfied with the outcome of the most senior stage 2 investigation, you may request a panel hearing. At the earliest convenience (no later than 30 days) LSU will convene a panel of three independent staff members who have not been previously involved in the investigation. The panel will be asked to review details of the complaint; the resolution offered at stage 2 and any supporting documents which must be presented in writing prior to the panel hearing. At the panel's request only, both the complainant and the member of staff responding may be asked to be present at the hearing.

The decision of the LSU Review Panel is final except, pursuant to the 1994 Education Act, for matters relating to Union Governance and Procedure.

Stage 4 - Independent Review for Union Governance and Procedure only.

For matters relating to Union Governance and procedure only, if you are dissatisfied with the response of the Stage 2 review panel the matter will be considered by an independent person in accordance with the provisions of the 1994 Education Act.

A request for a Stage 3 review should be sent to the University Academic Registrar in writing to studentcomplaints@lboro.ac.uk within 14 days of the Stage 3 outcome notification. Requests for a stage 4 review after this time will normally not be considered unless there is evidence of 'good cause' for the late submission.

The Academic Registrar (or nominee) shall carry out such enquiries as they consider necessary and shall normally respond within 30 days. The decision of the Academic Registrar (or nominee) shall be final and shall be delivered in writing to the complainant and will be fully complied with by the Union.

LSU Timescales for handling a complaint

Stage 1 – Informal, 10 working days

- Acknowledgement of receipt of your complaint within 3 working days (Monday – Friday, 9am – 5pm).
- We will aim to provide a response within 10 working days of the acknowledgement.
- Where an investigation is either complex, involves multiple individuals or a key member of staff is limited by time; the complainant shall be notified of the delay and provided with an expected timescale for completion.

Stage 2 – Formal Stage, 30 working days

- Acknowledgement within 3 working days of receiving notification of your request to escalate.
- We will aim to provide a response to your complaint within 10 working days of the acknowledgement.
- Where an investigation is either complex, involves multiple individuals or a key member of staff is limited by time; the complainant shall be notified of the delay and provided with an expected timescale for completion.
- If your complaint is escalated further within the scope stage 2; on the receipt of notification we will acknowledge and notify you of the time scale for completion.

Stage 3 – Formal Review Panel, 40 working days

- Panel convened within 30 working days
- The outcome of the Panel hearing will be given in writing within 10 working days of the hearing, and the decision of the panel will be considered final.

Stage 4 – Independent Review for Union Governance and Procedures only, 30 working days.