

EQUITY

MEMBER COMPLAINTS PROCEDURE

Approved by the Council: 6 December 2022

* References to Rules in these Standing Orders refer to the Rules in the Union's Rulebook

Introduction

1. Equity aims to deal with prospective and existing members reasonably, fairly and in accordance with its Rules.
2. If you are not satisfied with how the Union has dealt with a matter or have any concerns about our service then you can make a complaint. Please follow the procedure below so that we can address your complaint effectively.

Step 1

3. In the first instance, please raise your concerns with the member of staff that you have been dealing with or, if you prefer, with their manager.
4. They will seek to resolve the matter or pass on your concerns to an appropriate colleague.

Step 2

5. If you remain dissatisfied you can write, by letter or email (marked "Complaint") to the appropriate staff member listed below:

Sam Fletcher, Head of Membership: complaints relating to membership administration, services and benefits

Louise McMullan, Deputy for the General Secretary: complaints relating to industrial policy and negotiations

Paul W Fleming: General Secretary: complaints relating to Equity's democratic structures, governance and rules.

6. Please set out your concerns as clearly and concisely as possible. Include details of the outcome you are seeking.

7. The staff member (or an appropriate person delegated to act in their place) will acknowledge your complaint within seven working days of receipt. They will investigate and then aim to provide a written response within a further 14 working days.
8. If a detailed investigation is necessary, there may be a delay but you will be told if this applies.

Step 3

9. If you remain dissatisfied you can write to the General Secretary to request a review. The General Secretary or another senior staff member delegated by the General Secretary will carry out the review.
10. If the request is to review a complaint response from or about the General Secretary, the President will carry out the review.
11. If the request is to review a complaint response about the President, one of the Vice-Presidents shall carry out any review.
12. Requests for a review must be sent in writing to the General Secretary no later than seven days after receipt of the response at 7. above.
13. The reviewer will aim to provide their review within 28 days of receipt of the request.