



September 2019	Initial Issue (incorporating the <i>Staff and General Complaints Procedure</i> )	

Head of Governance and Compliance	University Secretary	Compliance Task Group	30 <sup>th</sup> September 2019

*This Procedure will be reviewed in 3 years*

This Procedure outlines the various procedures which exist at Bangor University for individuals who wish to make a complaint about any aspect of the University.

Bangor University welcomes comments and suggestions from individuals and groups with whom it has contact, reflecting its commitment to continue to enhance the quality of its provision. If you have a complaint which relates to the University, please follow the relevant procedure outlined below. The procedure that you follow will be dependent on whether you are a member of University staff, a student or member of the public.

Complaints relating to the University's Welsh Language Policy or the implementation of the Welsh Language Standards will be dealt with by Canolfan Bedwyr.

Complaints from members of academic, managerial and professional staff concerning their appointment or employment, and relating to matters affecting themselves as individuals or their personal dealings or relationships with other staff of the University (including, but not limited to, issues of harassment or unlawful discrimination) should be dealt with under the University's *Grievance Procedure*.

Complaints from support staff in relation to issues such as terms and conditions of employment, health and safety matters, and relationships at work, new working practices, organisational changes and equal opportunities should be dealt with under the University's *Grievance Procedures for Support Staff*.

The University's grievance procedures should not be used in relation to:

- actions or decisions taken following formal action under the disciplinary, capability/performance, probation, redundancy, incapacity or retirement policies. Complaints about these matters should be considered at hearings under these policies.
- grading decisions, which will be managed through the appropriate grading appeal procedure;
- collective disputes;
- grievances raised by former employees.

Depending on the nature of the issue complaints about members of staff, either from other members of staff or from students can be dealt with under the University's *Grievance Procedures* or the *Disciplinary Procedure*.



- an attempt to have a complaint reconsidered where we have already given our final decision following an investigation.
  
- i. If, having considered the points raised in Section 4[a] above you believe that you have a general complaint

- iii. The Panel of Enquiry should be convened within ten working days of the Chief Operating Officer / University Secretary's decision, and will normally, dependent on the nature of the complaint, consist of four members, namely:
- The Chief Operating Officer / University Secretary (Chair)
  - Two individuals from the following group: the Pro Vice-Chancellors, members of the Executive, Heads of School, Directors of Professional Services;
  - The President of the Students Union (or nominee)
  - and
  - The Head of Governance and Compliance (Secretary)

The Panel must not include any members of staff from the College, School or Professional Service mentioned in the complaint. The Panel has the authority to call any witness they require in order to consider the complaint.

The University aims to resolve most complaints which involve a Panel of Enquiry within 2 months of the Chief Operating Officer / University Secretary's decision to refer a complaint to the Panel, you will be informed if there is a delay in the process.

- iv. The Head of Governance and Compliance, in response to instructions from the Chair, will arrange for all relevant individuals (complainant, witnesses etc.) to attend the Panel of Enquiry. The school/professional service, against which a complaint has been made, will be represented at the Panel hearing, normally by the Head of School/Director or Head of Professional Service. This ensures that the School/Professional Service is fully aware, at the highest level, of the issues raised by the Panel.

You can ask for a meeting of the Panel of Enquiry to be postponed if there are mitigating circumstances, and such postponement should, where possible, be requested at least 3 working days before the date of the Panel. The Chair of the Panel will decide whether the mitigating circumstances justify postponing the Panel meeting.

- v. The Panel of Enquiry will be conducted as follows, unless deemed otherwise for specific reasons and with the agreement of all participants.

Panel members will review the main elements of the complaint.

- (i) The Chair will explain the remit of the Panel and the decisions it can reach;
- (ii) You will be asked to summarise the main elements of your complaint;
- (iii) Witnesses can respond to the complaint;
- (iv) The Panel members can question you and witnesses;
- (v) The witnesses can present any additional comments and/or concluding remarks;
- (vi) You can present any additional comments and/or concluding remarks;
- (vii) You will be informed by the Chair of the Panel that a decision will be sent in writing, and a timescale will be agreed;

The Panel will review the complaint and will approve one of the following actions:

- (i) No further enquiries are required and the Panel's recommendations should be conveyed to all relevant parties in a report written by the Secretary and approved by the Chair;
- (ii) Further enquiries are required and the Panel will be reconvened to consider the additional evidence. When a Panel is reconvened it will normally meet in closed session and a final report, approved by the Chair will be produced and sent to you in writing.

The Panel Report will explain how and why the Panel came to its conclusions, and if it finds that a University College, School or Professional Service is at fault in some way then you will be told what has happened and why. If the Panel finds there is a fault with a University system or the way things are currently done you will be told how the University plans to change things to stop the issue happening again. If the Panel decides that the University was at fault in some way you will receive an apology.

If you remain dissatisfied following the outcome of the process outlined in Section 4[c] above you can appeal by writing to the Vice-Chancellor. The Vice-Chancellor will make what enquiries they consider appropriate and will communicate their view to you within 10 working days. The Vice-Chancellor's decision will be final.

The University Executive will consider a summary of general complaints on a quarterly basis, and the University's Audit and Risk Committee will also receive a report on general complaints on a yearly basis.