



**Advance
Union**

COMPLAINTS PROCEDURE



VERSION 1.0 2024

01442 891 122
www.advance-union.org



Advance Union

COMPLAINTS PROCEDURE



PURPOSE

To provide a clear, transparent, and efficient process for handling all complaints received by Advance Union.

SCOPE

This procedure applies to complaints regarding:

- Breaches of Advance Union's rules or policies
- The conduct of any Advance Union Representative
- Actions taken by Advance Union that are perceived as not serving the best interests of members or bringing the Union into disrepute

COMPLAINT SUBMISSION

- All complaints should be submitted in writing to the General Secretary.
- The General Secretary will acknowledge receipt of the complaint within 7 days.

INVESTIGATION

- If an informal resolution is not possible, a member of the executive will be assigned to investigate the complaint.
- The investigator will contact the complainant within 7 days to gather more information and explore potential resolutions.
- The investigator may interview other members or witnesses as necessary.
- All members are expected to cooperate fully with any investigation.

TIMEFRAMES

- Advance Union aims to resolve complaints within 14 days of the start of the investigation. However, this timeframe may be extended due to unforeseen circumstances such as annual leave or sickness.

POSSIBLE OUTCOMES

- No action taken
- Training provided
- Informal action
- Removal from office
- Expulsion from the Union

APEALS

- A complainant may appeal the outcome of an investigation within 7 days of receiving the decision.
- Appeals will be heard by the General Secretary within 14 days of the original decision.
- The General Secretary's decision on an appeal is final and exhausts the internal process.

CONFIDENTIALITY

- Advance Union will treat all complaints and related information with confidentiality, except as required by law or to protect the interests of the Union or its members.

REVIEW AND UPDATES

- This procedure will be reviewed annually to ensure its effectiveness and compliance with relevant laws and regulations.

NOTE:

This revised procedure provides a more concise and streamlined approach, while also addressing the need for confidentiality and regular reviews.

Your Voice at Work!

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