

# COMPLAINTS PROCEDURE



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01442 891 122  
[www.advance-union.org](http://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, ensuring fairness and accountability.

### SCOPE

This procedure applies to complaints regarding:

- Breaches of Advance Union's rules or policies.
- Conduct of any Advance Union Representative, Official or employee.
- Actions taken by Advance Union that are perceived as not serving the best interests of members or bringing the Union into disrepute.
- Poor Service.

### COMPLAINT SUBMISSION

- All complaints should normally be submitted **in writing to the General Secretary** who will appoint someone to investigate.
- **If the complaint concerns**

**the General Secretary**, it should be addressed to the **President of the Union**.

- The recipient will acknowledge receipt of the complaint within **7 days**.
- The union may consider any matter in scope to be a complaint where it meets the criteria but may not explicitly been addressed as one, but the matter will still be forwarded to the General Secretary.

### INVESTIGATION

- If informal resolution is not possible, a member of the Executive will be assigned to investigate the complaint or if the complaint relates to the General Secretary, a member of the NEC.
- 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 **21 days** of the start of the investigation, but if they are more complex, we will advise the complainant about how long it may take.
- This timeframe may be extended due to unforeseen circumstances such as annual leave or sickness.

### POSSIBLE OUTCOMES

#### For Members

- Apologies will be issued.
- Application of relevant Union rule.
- Change or reversal of a previous decision.
- No action is taken.

#### For Representatives/Officials/staff.

- No action is taken.
- Training or guidance provided.
- Informal action (e.g., warning).
- Removal from office.
- Expulsion from the Union.
- Complaints against staff

will be addressed in union employment policies which are beyond scope of this policy.

### APPEALS

- A complainant may appeal to the outcome within **7 days** of receiving the decision.
- Appeals will be heard by the **General Secretary** (or the **President** if the complaint was against the General Secretary) and it will be acknowledged within **14 days** of the original decision.
- The decision on an appeal is **final** and exhausts the internal process.

### CONFIDENTIALITY

Advance Union will treat all complaints and related information with strict 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.



Your Voice at Work!

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