



COMPLAINTS PROCEDURE



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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, 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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