

## **L.8 Complaints about Students' Behaviour at CUSU Functions**

- (i) Complaints during a CUSU Council meeting or CUSU Open Meeting about the behaviour of any person should be directed to the Chair of the meeting. The Chair of the meeting shall have the right to refuse entry to or demand the exit of persons on the bases named elsewhere in the Standing Orders (B.8).
- (ii) Complaints about the behaviour of ordinary members of the CUSU at any CUSU function or event should be directed first to the CUSU Coordinator. The Coordinator should acknowledge receipt of a formal complaint to the complainant within 3 working days of receiving it. Within 10 working days of receiving a complaint, the Coordinator should do one or more of the following:
  1. Recuse himself or herself from the procedure and designate another person or body to carry out one or more of the steps that follow
  2. Respond to the complainant outlining why a specific amount of additional time is needed for specific tasks that are necessary to properly investigating the complaint.
  3. Judge the CUSU complaints procedures incompetent to hear the complaint and take all reasonable steps to refer the complainant to a body with proper jurisdiction
  4. Reject the complaint
  5. Uphold the complaint in part and set out corrective action
  6. Uphold the complaint in full and set out corrective action
  7. Identify that a ruling on the complaint (or a part thereof) may involve a serious admission of civil or criminal liability or a compelling issue of privacy and therefore refer the complaint to the Board of Trustees of the CUSU
- (iii) Anyone directly involved in the complaint or in corrective action set out by the Coordinator may appeal a Coordinator's ruling to the CUSU President.
- (iv) The President should acknowledge receipt of an appeal to the appellant within 3 working days of receiving it. Within 10 working days of receiving an appeal, the President should do one or more of the following:
  1. Recuse himself or herself from the appeal and designate another person or body to carry out one or more of the steps that follow
  2. Respond to the appellant outlining why a specific amount of additional time is needed for specific tasks that are necessary to properly investigating the appeal.
  3. Reject the Coordinator's ruling in its entirety as flawed and enter a new ruling or a new referral to another body, setting out the reasons for doing so
  4. Reject parts of the Coordinator's ruling as flawed and modify the Coordinator's ruling, setting out the reasons for doing so
  5. Uphold the Coordinator's ruling in full
  6. Identify that a ruling on the complaint or the appeal (or a part thereof) may involve a serious admission of civil or criminal liability or a compelling issue of privacy and therefore refer the complaint to the Board of Trustees of the CUSU
- (v) Any corrective action taken under this procedure against a Cambridge University student by the CUSU should be reported to the Junior Proctor, regardless of whether there are plans by any party for an appeal to the Junior Proctor.
- (v) If students directly involved in the complaint or in the decision of the President or the Board of Trustees (whichever has acted as the appellate judge) are dissatisfied with that decision, they may appeal it to the Junior Proctor, and the Board of Trustees should advise all relevant parties of this fact and of how such an appeal could be made.