

L.3 Complaints about the Conduct of Staff

- (i) Complaints about the conduct of CUSU staff made by anyone other than CUSU staff should be referred first to the CUSU Coordinator. Complaints made by CUSU staff themselves should be dealt with through an Employment Complaints procedure as laid down by the CUSU Board of Trustees or in CUSU staff contracts or collective employment agreements.
- (ii) 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 measures 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. Refer the complaint to the Board of Trustees. If the Coordinator's ruling on the complaint would involve a serious admission of civil or criminal liability, the Coordinator should automatically refer the complaint to the Board of Trustees.
- (iii) Any ruling of the Coordinator may be appealed to the Board of Trustees by anyone directly involved in the complaint or in corrective action set out by the Coordinator.
- (iv) Complaints referred or appealed to the Board of Trustees shall be put on the Board's agenda for its next regular meeting. If Board members feel that the complaint must be dealt with urgently, they may call an emergency meeting pursuant to Standing Order K.3.
- (v) If students directly involved in the complaint or in the decision of the Board of Trustees 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.
- (vi) If the complaint is not referred to the Board of Trustees, the Coordinator should report the complaint and its disposition to the next regular meeting of the Board of Trustees.