

Complaints Procedure

For use within

BANGOR UNIVERSITY STUDENTS' UNION

as approved by the Trustee Board 29 June 2026

Undeb Bangor Complaints Procedure

Definitions

To ensure clarity and consistency in how issues raised by students are handled, this section outlines the distinctions between feedback, concerns, and complaints. Not all issues raised will be considered under this Procedure, and understanding these definitions will help students determine the most appropriate route for raising their issue.

Feedback

Feedback is information provided by a student to Undeb Bangor relating to:

1. A service or facility provided by Undeb Bangor to its members
2. A process or procedure used by Undeb Bangor that affects the student body
3. Feedback is welcomed as an opportunity to improve services, facilities, or processes. It does not constitute a complaint under this Procedure and will not be formally investigated but may inform future improvements.

Concern

A concern is a minor issue that a student wishes Undeb Bangor to address, which can typically be resolved quickly and informally at a local level. The impact on the student is limited at the time of raising the concern, although it may become more serious if not addressed. Concerns are not investigated under this Procedure but should be raised directly with the relevant team or service.

Complaint

A complaint is an expression of dissatisfaction by a student or group of students about the standard of service, action, or lack of action by Undeb Bangor, its departments, services, student groups, or an individual when there is a connection to Undeb Bangor. This may include concerns about the quality or delivery of services, the behaviour of individuals, or the application of policies and procedures. A complaint does not need to be explicitly described as a “complaint” to be treated as one. If a student communicates dissatisfaction, whether verbally or in writing, and it relates to an issue that has personally affected them, it may be considered a complaint under this Procedure. Complaints may be raised informally or formally and should be made in good faith, with the expectation of a fair and timely resolution.

Vexatious or Unreasonable Complaints

Vexatious or unreasonable complaints are very rare, but Undeb Bangor recognises that occasionally a complaint may be pursued in a way that is disproportionate, repetitive, or intended to cause disruption rather than to resolve an issue. All complaints will be approached with a presumption of good faith, recognising that persistent or emotional behaviour may reflect frustration, distress, or other underlying circumstances rather than intentional misuse of the process.

A complaint may be considered vexatious or unreasonable where it repeatedly raises issues that have already been investigated and responded to, without presenting any new substantive information, or where the volume, frequency, or manner of communication creates an unreasonable burden on staff.

In such cases, Undeb Bangor may take proportionate steps to manage the situation. This may include limiting contact to a single named staff member, consolidating repeated issues into a single response, or declining to reopen matters that have already been fully addressed.

Any decision to apply such measures will be communicated in writing, including the reasons for the decision and details of any review arrangements. A decision to manage a complaint in this way will not prevent Undeb Bangor from considering any new, substantive issues raised in the future.

Early Resolution

If you raise a concern with us, we will normally begin by exploring early resolution. Most concerns raised to Undeb Bangor are resolved at this stage. Early resolution is designed to address concerns quickly, fairly, and as close to the source of the issue as possible.

Early resolution focuses on finding practical and proportionate solutions without the need for a formal investigation. This may include:

- Providing an explanation or additional information;
- Taking steps to correct a problem or put things right (for example, correcting an error or arranging a refund);
- Supporting or facilitating a conversation between those involved;
- Using mediation or other informal approaches where appropriate and agreed.

You do not need to complete a formal complaint form to access early resolution. Concerns can be raised directly with Undeb Bangor staff, student leaders, or relevant representatives, and can often be resolved quickly through a conversation or simple action.

Undeb Bangor staff will take an active role in supporting early resolution. This may include helping you to clarify your concern, exploring possible solutions, or working with others to resolve the issue on your behalf.

We will not usually ask you to provide detailed evidence at this stage. Our focus is on understanding the issue and resolving it as quickly and effectively as possible.

Where appropriate, we will confirm the outcome of early resolution in writing and keep a brief record of the concern and how it was resolved.

We recognise that early resolution is not suitable in all circumstances. You will not be expected to pursue early resolution where:

- You do not feel safe or comfortable raising the issue directly;
- The concern involves a significant power imbalance;
- The issue is serious, complex, or sensitive (for example harassment, bullying, discrimination, safeguarding concerns, or potential criminal matters);
- Previous attempts at early resolution have not been successful.

In these situations, or where early resolution does not resolve the concern, the matter can be progressed through the formal complaints process set out below.

Undeb Bangor may also decide to escalate a concern to a formal process where this is necessary to ensure fairness, consistency, or the safety and wellbeing of individuals or the wider community.

We will normally acknowledge concerns raised for early resolution and aim to respond within a reasonable timeframe, depending on the nature of the issue.

Formal Complaints we will Investigate

You can make a complaint about any of the following:

- Undeb Bangor itself (i.e. an event, a service, website, a decision etc);
- A student group;
- An individual or individuals i.e. a Full Time Officer, staff member, student group leader, volunteer or student.

To help Undeb Bangor investigate and respond effectively, your complaint should ideally be raised as soon as possible after the incident, issue or situation that is the subject of your complaint. We appreciate there may be certain reasons why you can't always do this (for example if you only find out relevant information at a later date). If there is a significant delay in raising your concern you should explain the reason for this within the initial complaint. If we feel that an unreasonable delay in raising your complaint significantly hinders our ability to investigate or manage your case, we will explain this to you.

Complaints we will not Investigate

Undeb Bangor is independent of the Bangor University and cannot investigate a complaint about the University, its services or its staff.

If you are a student you can complain to the University using the following service
<https://www.bangor.ac.uk/governance-and-compliance/students-complaints.php.en>

Any instances of Sexual misconduct should be reported to the University with information being available [here](#):
[Disclosure Response Team | Our University Community | Bangor University](#)

Reports of behaviour from another student which is not connected to Undeb Bangor can be reported here
<https://www.bangor.ac.uk/governance-and-compliance/students-discipline.php.en>.

Undeb Bangor can help support you with complaining to the University:

- Via our [Student Advice Centre](#) who can help you think about the most appropriate way to raise your issue and if needed support you to do so;
- Via our [Full Time Officers](#) who can raise general issues to the University or external bodies. This tends to be most effective when the issue affects a larger number of students e.g. a whole course or all students in certain accommodation.
- Your School Representatives or other elected representatives can raise issues that affect a whole course or year group.

Ordinary interpersonal or social disagreements:

This procedure is not normally used to determine ordinary friendship fallings-out, personality clashes, interpersonal incompatibility, or the ending of a social or personal relationship where there is no alleged service failure, policy breach, bullying, harassment, discrimination, intimidation, retaliation, abuse of power, safeguarding concern, or repeated unwanted conduct.

In such cases, Undeb Bangor will normally offer advice, signposting, facilitated conversation, or mediation if appropriate.

If the information provided suggests a pattern of behaviour or a potential breach of the Members' Code of Conduct, Undeb Bangor may decide to consider the matter under the appropriate formal procedure.

Formal Complaints Process:

If you are unhappy and wish to escalate your complaint or believe that your complaint is too serious for the early resolution, then we have a Formal Complaints Procedure you can follow.

The Formal Complaints Procedure is there if:

- You are not satisfied with the response you were given following any early resolution.
- You feel your complaint is very serious.
- You have opted out of your Undeb Bangor membership and feel that you have been disadvantaged by this.

Step One: You need to start by contacting Undeb Bangor or a relevant member of staff. It's really important that your complaint meets the following criteria, if not, we may be unable to investigate your complaint.

You must:

- Clearly outline what you are complaining about and any outcomes you are seeking.
- Submit your complaint within 28 working days of the event or incident that you are complaining about, unless there are exceptional circumstances.
- Provide details of your name, contact address, email address and telephone number.
- Provide details of the event or occurrence you are complaining about.

Step Two: We will usually let you know that we have received your complaint within 5 working days of receiving it. If your complaint meets the criteria detailed within this Complaints Procedure, then it will be

investigated. Evidence will be gathered including from any parties involved, where appropriate. It may be determined that the matter would be more appropriately dealt with under another relevant procedure (such as the Student Investigation and Disciplinary Procedure where there is alleged student misconduct), or passed onto another relevant body.

Step Three: If dealt with through this procedure, you will receive a written response within 15 working days, where possible. If referred to another relevant procedure (such as the Student Investigation and Disciplinary Procedure), you will receive a response as per the timelines in those procedures. This response will inform you of the outcome of the investigation and, if applicable, will outline any further action which is being taken that is relevant to you. You should be aware that for reasons of confidentiality we may not be able to share the outcome of any investigation or disciplinary that follows your complaint.

Appeals Process:

If you are not happy with the outcome of the complaint, you are able to submit an appeal under one of the following grounds:

- The Complaints process has not followed the correct procedure; and/or
- New information has become available that for good reason could not be presented during the Complaints Process at the time of the original investigation; and/or
- The actions applied as a result of the investigation are disproportionate

Appeals should be made in writing to the Undeb Bangor Director within 10 working days of notification of the decision being communicated, clearly stating the grounds for appeal. The Undeb Bangor Director, or their nominee, will determine the most appropriate method of conducting the review, and communicate in writing the result of the appeal and the reasons for the decisions taken, within 28 working days. Appeals will be reviewed by someone who has had no prior involvement in the investigation or disciplinary decision, where reasonably practicable.

Further Action

Undeb Bangor has a relationship agreement with Bangor University. If you have completed the complaint process, and/or you are dissatisfied with the complaints process in your case, you are able to complain to the University in accordance with the provisions of the Education Act 1994. The University may refer the matter for investigation to an independently appointed person.