



Complaints Procedure:

1. A complaint is submitted to the Central Union about the conduct of a union member or official;
2. The complaint is allocated to one of the Union's qualified investigators (Qualified investigators are either members of staff or members of the Executive Committee who have completed the requisite training.);
3. The investigator will investigate the complaint, speak to the relevant people, hold a hearing if need be, and then take a decision to either:

a. Uphold the complaint as well-founded;

b. Partially uphold the complaint; or

c. Reject the complaint.

4. If the complaint is upheld or partially upheld the investigator will also make a recommendation on how to proceed. If the recommendation is for the Executive Committee to commence Article 11 disciplinary procedures then the recommendation will be sent to the Executive Committee for its approval.
5. If the complainant is unhappy with the outcome they can appeal. The appeal will be heard by another qualified investigator who will follow the same process.