

Unite LE111 Branch

Member Complaints Procedure

August 2012

1. Introduction

- 1.1. This procedure sets out the process to be followed by a member or members of the Unite Housing Workers Branch (LE1111) in bringing a complaint against the union.

2. Stage One: Informal Discussion

- 2.1. It is better for all if problems are resolved amicably and in the first instance you should seek to raise the issue with the person whose behaviour are unhappy with. It is helpful to make a note in advance of the points you want to raise, and you should always make a note immediately after the discussion of what was discussed and the response you received.
- 2.2. Branch officers will be able to give confidential advice or assistance on preparing for the discussion.

3. Stage Two: Formal Complaint

- 3.1. If you are unhappy with the outcome of any Stage One informal discussion, you need to put the complaint in writing to a branch officer, usually the Branch Secretary, Assistant Branch Secretary, Branch Chair or Vice Chair. If however, you do not feel able to approach one of the officers, the complaint can be made to the Regional Industrial Organiser (RIO).
- 3.2. If the complaint is received by a branch officer, the following steps will be taken:
 - 3.2.1. Within five working day you will receive a letter or email acknowledging your complaint and setting out the course of action that will be taken.
 - 3.2.2. If the complaint needs to be passed on to the RIO or another union official, it will be forwarded by the branch officer, copied to you.
 - 3.2.3. Whatever action needs to be taken, the branch officer responsible will aim to resolve the complaint as quickly, fairly and amicably as possible for all concerned, and will keep you updated on the progress of the complaint and all action taken in connection with it.
 - 3.2.4. The branch officer responsible will keep written notes of all action taken in relation to your complaint and will make these notes available to you on request.

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4. Stage Three: Final Appeal

- 4.1. If you remain unhappy with the outcome of Stage Two, the complaint can be raised with the General Secretary at the following address:

General Secretary
Unite the Union
128 Theobalds Road,
London WC1X 8TN

- 4.2. The General Secretary will refer the complaint to an Executive Officer or National Organiser, or other employee as appropriate. In most cases a specified member of staff will administer the complaints investigation process and correspondence. The investigation will be a genuine process of enquiry designed to remedy a valid grievance against the union and any of its employees, and for the union to learn from the complaint and improve its service to members.
- 4.3. The General Secretary's decision, after consultation with the General Executive Council is final.

Adopted by the Unite Housing Workers Branch (LE1111):

Signed (Branch Secretary):

Date:

Signed (Branch Chair):

Date: