

## **Section 13 – Complaints Procedures**

### **I. Internal Procedures**

- A. In the first instance, the complaint should be brought to any Sabbatical Officer, who shall reply within 14 days.
- B. In the case of a complaint against staff, the complaint shall be referred to the General Manager via a Sabbatical officer.
- C. If the student is not satisfied with the response received, the matter shall be referred to the appropriate Standing Committee.
- D. The Standing Committee shall respond within one day after their next regularly scheduled meeting.

### **II. External Procedure**

- A. The student must first address complaints via the internal procedures above.
- B. If the student remains unsatisfied and believes they have been treated unfairly by the Union, they will be referred to the procedures established by the 'Code of Practice' between the College and the Union, copies of which are available from any sabbatical officer or the Union General Manager.