



COMPLAINTS PROCEDURE – INFORMATION FOR MEMBERS

UNISON is Britain's largest trade union with over 1.3 million public service members, organised into over 1,300 branches within 12 regions and seven service groups. UNISON is a vibrant and progressive organisation working to reflect and represent members' views at all levels of the union and within the wider community.

UNISON aims to provide high quality support and advice to all of our members at all times. This procedure is intended to ensure that UNISON members are aware that:

- Anyone wishing to make a complaint knows how to do so.
- The union responds to the complaint quickly and in a courteous and efficient way.
- Members' complaints are taken seriously and properly dealt with.
- The union learns from complaints and where complaints are found to be justified, takes appropriate measures.

How a complaint can be made

The procedure provides for three levels or stages:

Stage 1 - Informal / problem solving

Many complaints or potential complaints can be resolved readily and quickly by discussing the complaint with your branch or region.

This is where the process should start and unless there are exceptional circumstances there should be full discussions at the informal stages as a first step.

Complaints at stage one may be made either orally or in writing or both.

Stage 2

This stage involves a formal complaint to the region concerning a branch or region. The complainant will receive an acknowledgement within seven working days. Regard will be given to the complexities of the case concerned, but it is the union's intention to complete and respond to the investigation process within two months. The member will be kept advised of the progress of the investigation and any reasons for delay. The regional secretary or designated officer will investigate whether the complaint is justified and will advise the member of the action that will be taken. To aid the investigation, it would be beneficial if the complainant clearly stated what they wished UNISON to do and the outcome being sought.

At the conclusion of the investigation the complainant will also be informed that if they remain dissatisfied with the way that their complaint has been dealt with, they can apply to the Head of Member Liaison for a review of the said decision. Such an application for a review must be made within 28 days of the date of the said letter from the regional secretary or designated officer. This review is known as stage 3.

Stage 3

A request for a review of the regional decision should be made in writing to Head Office (UNISON Centre, 130 Euston Road, London, NW1 2AY) for the attention of Elizabeth Thompson, Head of Member Liaison.

The complainant will receive an acknowledgement within seven working days. The Member Liaison unit will request a report from the region. Regard will be given to the complexities of the case concerned, but it is the union's intention to complete and respond to the review process within two months. The member will be kept advised of the progress of the investigation and any reasons for delay.

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