



**LINCOLN  
STUDENTS'  
UNION**

ULSU Group Complaints Handbook



## ULSU Group Complaints Handbook

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## ULSU Group Complaints Handbook

### Introduction and Principles

Welcome to the ULSU Group Complaints Handbook. Our commitment to excellence and accountability means effectively addressing concerns to maintain an inclusive environment for all members. The ULSU Group includes a diverse community of students, staff, customers, and visitors, each with unique perspectives and expectations. Clear and transparent processes are essential to ensure grievances are heard and valued. Our complaint handling procedures are based on fairness, impartiality, and respect.

This handbook outlines the processes and steps for submitting a complaint, the investigation process and appeal avenues. The ULSU Group may seek legal or professional advice regarding complaints at any time. We review this handbook periodically per our commitment to best practice and continuous improvement.

### Investigations & Record Keeping

Depending on the context and area of complaint, investigations may involve gathering evidence, interviewing witnesses, and consulting relevant policies, regulations, and legal frameworks. Confidentiality will be treated with the utmost care and respected throughout the investigation process, although it cannot be guaranteed where there is a legal, disciplinary, or safeguarding requirement to disclose information.

Unless otherwise stated, the Group Chief Executive shall be responsible for all complaints investigations with operational support from appointed staff. Where applicable, details and procedures for escalation shall be detailed within each specific procedure within this handbook.

In compliance with Charity Commission requirements a register of all complaints, including withdrawn or dismissed complaints, will be maintained and retained according to Students' Union data policies. Regular reports on complaints will be provided to the ULSU Board of Trustees. All complaints will be acknowledged within five working days of receipt unless otherwise specified.

### Eligibility

In general, the ULSU Group does not accept complaints made on behalf of others. This includes parents or guardians of members. In rare circumstances, complaints made on behalf of others shall be accepted - the determination of whether to accept complaints made on behalf of others shall rest with the Group Chief Executive. For matters relating to the conduct of students outside of the remit of the Students' Union, the Complainant shall be directed to the University of Lincoln's complaints procedures.

Complainants are encouraged to submit their complaint at the earliest opportunity. All incidents must be reported within six months of the date of occurrence. Any supporting evidence submitted must also be no more than six months old at the time of reporting. The ULSU Group reserves the right to dismiss complaints submitted outside of this timeframe.

### Frivolous or Vexatious Complaints

In instances where the complaint is deemed to be frivolous, trivial or vexatious and is therefore dismissed, this shall be communicated in writing to the Complainant at the earliest opportunity.

Equally, complaints may be dismissed if the matter raised is outside of scope of the ULSU Group's remit or powers to act. In such instances, where applicable, Complainants will be signposted to a more appropriate service such as the University of Lincoln or the Police.

### Independent Complaints Officer



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Following referral to the ULSU Board of Trustees by the Group Chief Executive, the Board may refer the findings of any investigation to the ULSU Independent Complaints Officer at any time if they have concerns regarding potential liabilities or risks; the Independent Complaints Officer's review may include but not be limited to assessing the nature of the complaint, investigation, the internal processes and the findings of the investigation.

### **Acronyms**

Acronyms and abbreviations are used throughout the handbook for brevity – a list of acronyms can be found at the end of this handbook.



## ULSU Group Complaints Handbook

### Complaints against the ULSU Group (ULSU, LSUT Ltd or SUMS Ltd)

#### Scope

The ULSU Group aims to ensure that there is a fair and systematic approach in the enforcement of policy and procedure adopted by its elected officers, staff, contractors and constituent bodies. To further this aim, any student member or member of the public who believes they have been negatively affected by the activities of the ULSU Group may submit a complaint to the dedicated complaints inbox. The complaint should relate to either:

- the activities or operations of the ULSU Group, or
- an unfair disadvantage arising from non-membership of ULSU

#### Submitting a Complaint

Concerning the above, complaints can be submitted in writing to the following email address: [complaints@lincolnsu.com](mailto:complaints@lincolnsu.com)

The complaint must be made in writing and include details of the alleged violation, any supporting evidence and contact information for the complainant.

#### Initial Assessment

Upon receiving a complaint, the nature of the complaint shall be assessed to determine the next steps.

#### Investigation & Resolution

Depending on the nature and subject of a complaint, it may be referred to any Senior Manager within the ULSU Group to investigate.

If a complaint relates to the Group Chief Executive, this will be directed to the Deputy Chair of the Board of Trustees.

Upon completion of any investigation the Senior Manager who led the investigation will send a written reply to the Complainant directly, copying in the Complaints Mailbox for record-keeping purposes. The investigation and communication to the Complainant shall be finalised within 20 working days from the initial complaint being made. The Complainant will be informed, by the Senior Manager in question, of their right to appeal the decision in writing to the Group Chief Executive as detailed within this process.

If the complexity of the investigation means that this timeframe will be exceeded the Senior Manager in question will write to the Complainant to inform them of the delay and the reasons for this. In instances where the 20-working day timeframe is extended, the Senior Manager shall aim to complete the investigation as quickly as possible.

The Complainant shall not receive a copy of any reports or statements other than the Senior Manager's summary findings.

#### Appeals Process

If the Complainant is dissatisfied with the Senior Manager's decision or findings, they may submit a written appeal to the Group Chief Executive ([ceo@lincolnsu.com](mailto:ceo@lincolnsu.com)), clearly stating the grounds for appeal, within five working days of the Senior Manager's email.



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If the Group Chief Executive believes that the grounds for appeal are legitimate, they shall investigate the matter and inform the Complainant of the outcome of this investigation. If the Group Chief Executive finds that the grounds are frivolous or vexatious, and no new evidence has come to light, then they may refuse the appeal. Regardless of the Group Chief Executive's findings, they shall communicate their findings within five working days of the appeal being received.

### **University Procedural Appeal**

If, and only if, the Complainant believes that this procedure has not been followed then they may request that the issue is referred to the University in accordance with the Code of Practice. Such a request is to be made to the Head of Legal and Compliance Services & Secretary by the Complainant within five working days of the Group Chief Executive's appeal outcome being sent.

The Head of Legal and Compliance Services & Secretary or their nominated Deputy shall review the documentation relating to the complaint and will determine whether the procedures of this Complaints Policy have been adhered to. For the avoidance of doubt the Head of Legal and Compliance Services & Secretary cannot reverse a decision made by the ULSU Group or impose sanctions, however they may request that ULSU revisit the investigation of a complaint or recommend a review of the processes as they see appropriate. The Head of Legal and Compliance Services & Secretary's findings on the matter are final.



## ULSU Group Complaints Handbook

### Complaints against a Member

#### Scope

The ULSU Group expects all its members to conduct themselves in accordance with the ULSU Code of Conduct. It also expects that all the groups operated under the auspices of the Charity, including but not limited to Sports Clubs and Societies, are managed in accordance with ULSU Policies. This process relates to alleged breaches of the ULSU Code of Conduct or ULSU Policies.

#### Submitting a Complaint

With reference to the above, complaints can be submitted to the following email address: [complaints@lincolnsu.com](mailto:complaints@lincolnsu.com)

The complaint must be made in writing and include details of the alleged violation, any supporting evidence and contact information for the complainant.

#### Initial Assessment

Upon receiving a complaint, the nature of the complaint shall be assessed to determine the next steps. Either the Informal or Formal Disciplinary procedure will be enacted as per the Student Disciplinary Procedures for Member(s), Committees, Societies And Sports Clubs Forming Part Of The Code Of Conduct of the Students' Union (hereinafter referred to as the Student Disciplinary Procedure).

If the complaint does not meet the threshold for referral to the Student Disciplinary Procedure, the complaint shall be dismissed as either frivolous or vexatious.

#### Investigation & Resolution

The Student Disciplinary Procedure outlines the investigation procedures and timescales for these processes in detail.

#### Appeals Process

Complaints cannot be submitted about the outcome of a disciplinary process or the way in which a disciplinary process has been undertaken; the Student Disciplinary Procedure outlines the appeals processes in detail.



## ULSU Group Complaints Handbook

### Complaints against ULSU Staff

#### Scope

The ULSU Group expects all its staff members to conduct themselves in a professional manner and in accordance with ULSU Group policies. Should any of its staff members fail to meet this standard this complaints process shall apply.

#### Submitting a Complaint

Complaints relating to the behaviour or conduct of ULSU staff should be submitted to the following email address: [complaints@lincolnsu.com](mailto:complaints@lincolnsu.com)

The complaint must be made in writing and include relevant details and any supporting evidence.

#### Referral

If a complaint relates to an individual ULSU Group employee, other than a Student Trustee or a Sabbatical Trustee (Student Leader), the complaint shall be referred to the Group Chief Executive at the earliest opportunity. In this circumstance, the Complainant will be informed of the referral upon receipt of the complaint. .

Due to the confidentiality of such investigations, unless expressly sanctioned by the Group Chief Executive, the Complainant shall not be informed of the outcome of their complaint.

#### Appeals Process

There is no route of appeal for complaints relating to ULSU Staff.



## ULSU Group Complaints Handbook

### Complaints against Sabbatical Trustees

#### Scope

ULSU expects its Sabbatical Trustees to provide suitable support and advocacy for its members and to conduct themselves in accordance with ULSU Group policies. Should the Sabbatical Trustees fail to meet this standard then this complaints process shall apply.

#### Submitting a Complaint

Complaints about the conduct of ULSU Sabbatical Trustees should be submitted to the following email address: [complaints@lincolnsu.com](mailto:complaints@lincolnsu.com)

The complaint must be made in writing and include relevant and any supporting evidence.

#### Referral

If a complaint relates to a Sabbatical Trustee (Student Leader), and the Group Chief Executive accepts the complaint, then the matter shall be progressed in accordance with the Sabbatical Trustee Terms of Office document. In this event, the Complainant will be informed of the referral by the Group Chief Executive. The Supervising Trustee, supported by the Group Chief Executive, will resolve the complaint using any means at their disposal. The decision of the Supervising Trustee on this matter is final.

Depending on the nature of the complaint the Group Chief Executive may dismiss the complaint and refer the Complainant to the democratic accountability processes as outlined in the ULSU Bye-Laws to seek redress.

Due to the confidentiality of such investigations, unless expressly sanctioned by the Supervising Trustee, the Complainant shall not be informed of the outcome of their investigation.

#### Appeals Process

There is no route of appeal for complaints relating to Sabbatical Trustees.



## ULSU Group Complaints Handbook

### Complaints Relating to ULSU's Fundraising Practices

#### Scope

ULSU is committed to upholding the highest standards of fundraising and has a comprehensive Fundraising Policy in place. We are registered with the Fundraising Regulator, the independent body that sets and enforces the standards for fundraising in the UK to ensure that charitable fundraising is respectful, fair, and accountable to the public.

#### Context

The Fundraising Regulator is the independent regulator of charitable fundraising in England, Wales, and Northern Ireland. It was established in 2016 following recommendations from a cross-party review of fundraising regulation. Its responsibilities include:

- Setting and maintaining the Code of Fundraising Practice, which outlines the standards expected of all charitable fundraising in the UK
- Investigating complaints from the public about fundraising practices
- Monitoring fundraising standards and taking regulatory action where necessary
- Operating the Fundraising Preference Service (FPS), which allows individuals to control how charities contact them for fundraising purposes

For public assurance, it should be noted that whilst ULSU may occasionally conduct fundraising in-person, most fundraising activities shall be conducted via the registered JustGiving account.

#### Submitting a Complaint

Whilst the Fundraising Regulator is the supervisory body, it is their expectation that anyone with concerns about fundraising should complain to the organisation conducting the fundraising in the first instance. Therefore, complaints relating to ULSU's fundraising practices should initially be submitted to the following email address: [complaints@lincolnsu.com](mailto:complaints@lincolnsu.com)

The complaint must be made in writing and include details of the alleged violation, any supporting evidence and specific details regarding the concerns with the property.

#### Complaint Referral

In accordance with the procedure, the nature of the complaint shall be assessed to determine the next steps. If the complaint is accepted, the Chief Financial Officer shall lead on the investigation, using their discretion to best determine the scope and methods of investigation.

If the Chief Financial Officer believes that the complaint is frivolous or vexatious they shall respond to the complaint directly to explain why no further action will be taken.

#### Investigation & Resolution

Upon completion of any investigation the Chief Financial Officer will send a written reply to the Complainant directly, copying in the Complaints Mailbox for record-keeping purposes. The investigation and communication to the Complainant shall be finalised within 20 working days from the initial complaint being made. The Chief Financial Officer may refer any incident to alternative disciplinary procedures, where deemed appropriate.

The Complainant shall not be entitled to receive a copy of any reports or statements beyond the Chief Financial Officer's summary findings.



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### **Appeals Process**

There is no route of appeal within the ULSU Group regarding the Chief Financial Officer's decision.

If the Complainant is not satisfied with the Chief Financial Officer's findings, or if the 20 working day deadline is not met, Complainants may submit their complaint to the Fundraising Regulator and the Chief Financial Officer shall inform the Complainant that they have this right upon completion of their investigation.

ULSU shall cooperate fully with any investigations undertaken by the Fundraising Regulator. However, unless otherwise directed by the Regulator, if the Complainant submits a complaint to the Regulator, then ULSU shall no longer correspond with the Complainant directly.



## ULSU Group Complaints Handbook

### Complaints against the ULSU Group's Use of Personal Data

#### Scope

This policy outlines how the ULSU Group supports individuals who wish to raise concerns or complaints about how their personal data is used by the Group. It ensures compliance with the Data Use and Access Act 2025 (DUAA) and the UK General Data Protection Regulation (UK GDPR), as interpreted and enforced by the Information Commissioner's Office (ICO). This policy applies to personal data processed by the ULSU Group, and to all individuals whose data we hold except staff. Please note that there is a separate process in place for current and former staff members.

#### Context

The DUAA introduces new duties for organisations to support individuals in exercising their data rights, particularly concerning complaints. Under DUAA organisations must take reasonable steps to enable individuals to raise complaints about the use of their personal data.

#### Distinguishing Complaints from Subject Access Requests

It is important to distinguish between a Complaint and a Subject Access Request.

A complaint should express disagreement and a defined grievance about the handling of personal data, such as inappropriate use, lack of transparency, or failure to meet legal obligations.

A Subject Access Request (SAR) is a formal request made by an individual under the UK GDPR to ask the ULSU Group what personal information it holds about them.

Please note that this policy outlines the process for complaints only - Subject Access Requests should be submitted to [compliance@lincolnsu.com](mailto:compliance@lincolnsu.com).

#### Submitting a Complaint

Whilst the Information Commissioner's Office (ICO) is the regulatory body, their expectation is that anyone with concerns about the use of their personal data should complain to the organisation processing their data in the first instance. Therefore, complaints relating to the processing of personal data should initially be submitted to the following email address: [complaints@lincolnsu.com](mailto:complaints@lincolnsu.com)

The complaint must be made in writing and include details of the alleged violation, any supporting evidence and specific details regarding the concerns.

#### Complaint Referral

The Data Protection Officer shall assess the nature of the complaint to determine the next steps. If the Data Protection Officer accepts the complaint, then they shall lead the investigation, using their discretion to best determine the scope and methods of investigation.

The legal statute for acknowledging such complaints is a maximum of thirty calendar days; the ULSU Group shall aim to acknowledge such complaints at the earliest opportunity to avoid undue delay or distress to the complainant.

If the Data Protection Officer believes that the complaint is frivolous or vexatious, they shall respond to the complaint directly to explain why no further action will be taken.



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### Investigation & Resolution

As per the DUAA, a substantive response must be provided to the complainant without undue delay. This reinforces the accountability principle under the UK GDPR.

The Data Protection Officer's investigation and communication to the Complainant shall be finalised within 20 working days from the complaint being acknowledged. The Data Protection Officer may refer any incident to disciplinary procedures, where deemed appropriate.

If the complexity of the investigation means that this timeframe will be exceeded, the Data Protection Officer shall write to the Complainant to inform them of the delay and the reasons for this. In instances where the 20-working day timeframe is extended, the Data Protection Officer shall aim to complete the investigation as quickly as possible.

The maximum timeframe for a formal response from the Data Protection Officer to the Complainant shall be forty working days from the date of the complaint being acknowledged.

### Personal Data Breach

If a reportable breach is identified as part of the Data Protection Officer's investigation, the ULSU Group shall report the matter to the ICO per its legal obligations.

### Appeals Process

There is no route of appeal within the ULSU Group regarding the Data Protection Officer's decision.

If the Complainant is not satisfied with the Data Protection Officer's findings, or if the timeframes within this policy not met, Complainants may submit their complaint to the ICO via their website: <https://ico.org.uk/make-a-complaint/>

The Data Protection Officer shall inform the Complainant that they have this right upon completion of their investigation, regardless of the outcome or findings. If the Complainant is a current student member of Lincoln Students' Union, they shall also be informed of the procedural appeal process.

### University Procedural Appeal

*Note: a procedural appeal is only available to current Lincoln Students' Union student members, as defined in its governing documents.*

If, and only if, the Complainant is a current student member and believes that this procedure has not been followed then they may request that the issue is referred to the University in accordance with the Code of Practice. Such a request is to be made to the Head of Legal and Compliance Services & Secretary by the Complainant within five working days of the Data Protection Officer's findings being sent.

The Head of Legal and Compliance Services & Secretary or their nominated Deputy shall review the documentation relating to the complaint and determine whether the procedures of this Complaints process have been adhered to. For the avoidance of doubt the Head of Legal and Compliance Services & Secretary cannot reverse a decision made by the Data Protection Officer, however they may request that ULSU revisit the investigation of a complaint or recommend a review of the processes as they see appropriate. The Head of Legal and Compliance Services & Secretary's findings on a procedural matter are final.

### ICO Investigations



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The ULSU Group shall cooperate fully with any investigations undertaken by the ICO. However, unless otherwise directed by the Regulator, if the Complainant submits a complaint to the Regulator, then the ULSU Group shall no longer correspond with the Complainant directly. This approach ensures respect for the ICO's independent role in investigating and resolving complaints and avoids parallel or conflicting communications, which could undermine the integrity or clarity of the regulatory process.



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### Complaints Relating to the Housing Accreditation Scheme

#### Scope

There is an additional procedure in place regarding complaints relating to the Housing Accreditation Scheme, due to the nature of its operations and the associated legislative requirements. This procedure must be read in conjunction with the Housing Accreditation Membership Referral Process.

#### Submitting a Complaint

With reference to the above, complaints should initially be submitted to the following email address: [complaints@lincolnsu.com](mailto:complaints@lincolnsu.com)

The complaint must be made in writing and include details of the alleged violation, any supporting evidence and specific details regarding the concerns with the property.

#### Complaint Referral

In accordance with the procedure, the nature of the complaint shall be assessed to determine the next steps. If the complaint relates to an accredited property, they shall confirm the context and the next steps to the Complainant before referring the matter in line with the Housing Accreditation Membership Referral Process.

#### Investigation & Resolution

The Manager conducting the investigation shall do so per the Housing Accreditation Membership Referral Process.

Upon completion of any investigation the Manager who led the investigation will send a written reply to the Complainant directly, copying in the Complaints Mailbox for record-keeping purposes.

#### Appeals Process

The appeals process is detailed within the Housing Accreditation Membership Referral Process.



## ULSU Group Complaints Handbook

### Complaints Relating to the Delivery of External Training

#### Scope

As part of the ULSU Group's operations, LSUT Ltd offers First Aid at Work under the brand name of Cygneture Training. This process should be read in conjunction with the University of Lincoln Students' Union Group External Training Malpractice and Maladministration Policy.

Examples of areas where a complaint may be raised are as follows:

- Failure to meet obligations, including those outlined in course materials
- Concerns about the teaching or delivery of a course
- Poor quality of facilities or learning resources

#### Submitting a Complaint

With reference to the above, complaints should initially be submitted to the following email address: [complaints@lincolnsu.com](mailto:complaints@lincolnsu.com)

Complainants are asked that to raise their within 28 days after confirmation of the outcome so that the complaint can be investigated and resolved in a timely manner.

The complaint must be made in writing and include details of the alleged violation, any supporting evidence and contact information for the complainant.

Any matters relating to an appeal regarding academic judgements or assessment decisions shall be investigated as per the ULSU Group Training Appeals Policy and fall outside the scope of the Complaints process.

#### Complaint Referral

Upon receipt of a complaint the Group Deputy Chief Executive shall investigate accordingly. The GDCEO may use their discretion to best determine the scope and methods of investigation.

Complaints submitted outside of the 28-day timeframe will not be considered, and the Complainant will be informed of this in writing by the Group Deputy Chief Executive.

Upon completion of any investigation the Group Deputy Chief Executive will send a written reply to the Complainant directly, copying in the Complaints Mailbox for record-keeping purposes.

The investigation and communication to the Complainant shall be finalised within 20 working days from the initial complaint being made.

In cases of alleged maladministration or malpractice where the Group Deputy Chief Executive upholds the complaint, they shall inform the Group Chief Executive so that they can enact the External Training Malpractice and Maladministration Policy.

The Complainant will be informed by the Group Deputy Chief Executive, of their right to appeal the decision to the Awarding Body in question.

#### Appeals Process

There is no route of appeal within the ULSU Group regarding the Group Deputy Chief Executive's decision.



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The Complainant may submit an appeal to the Awarding Body, in accordance with that organisation's procedures, and then to the relevant qualification regulator as a final recourse. The Qualification Regulators are as follows:

- Qualifications Wales is the regulator of non-degree qualifications and the qualification systems in Wales
- CCEA Regulation is responsible for regulated qualifications in Northern Ireland
- SQA Accreditation for SCQF Provision
- OFQUAL for RQF Qualifications delivered anywhere else



## ULSU Group Complaints Handbook

### Complaints Relating to the Service Provision of SUMS Ltd

This policy aims to provide specific guidance and clarity on the process of making a complaint regarding the operations of Students' Union Management System Ltd (SUMS). For all other matters, the procedure for Complaints against the ULSU Group (ULSU, LSUT Ltd or SUMS Ltd) within the ULSU Group Complaints Handbook shall apply.

A complaint, as recognised by this policy, may include but is not limited to the following:

- A situation in which a customer or external stakeholder of SUMS is dissatisfied with the way they have been treated or with the service provided
- A belief that SUMS has acted inappropriately or in breach of a contract issued in its name, relevant legislation, or recognised guidance

Please note that this list is not exhaustive but is intended to indicate the remit of this policy.

Acronyms and abbreviations are used throughout this process for brevity – a list of acronyms can be found at the end of this policy.

#### Complaints Process

Anyone who wishes to make a complaint about a matter specifically related to the activities or operation of SUMS may do so by submitting this in writing to the following email address: [complaints@sums.su](mailto:complaints@sums.su)

All complaints submitted to this email address will be acknowledged and logged, by the Governance & Compliance Manager, within five working days of their being sent.

The complaint shall be assessed to determine the next steps and inform the Group Chief Executive that a complaint has been received. If the complaint is accepted, the Chief Financial Officer shall lead on the investigation, using their discretion to best determine the scope and methods of investigation.

If the Chief Financial Officer believes that the complaint is frivolous or vexatious, they shall respond to the Complainant directly to explain why no further action will be taken.

The Group Chief Executive may advise the SUMS Ltd Board of Directors of the complaint or seek their support at any time during the complaint process.

#### Investigation & Resolution

Upon completion of any investigation the Chief Financial Officer will send a written reply to the Complainant directly, copying in the Complaints Mailbox for record-keeping purposes. The investigation and communication to the Complainant shall be finalised within 20 working days from the initial complaint being made. The Complainant will be informed, by the Chief Financial Officer, of their right to appeal the decision in writing to the Group Chief Executive as detailed within this process.

The Complainant shall not receive a copy of any reports or statements other than the Chief Financial Officer's summary findings.

#### Complaints Against Individual Staff



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Complaints relating to the conduct of individual staff within SUMS will be addressed in accordance with the ULSU Group Complaints Handbook.

### **Appeal**

If the Complainant is dissatisfied with the decision of the Chief Financial Officer to not progress a complaint or with the outcome of a complaint, they may request that the issue be referred to the Group Chief Executive in writing ([ceo@lincolnsu.com](mailto:ceo@lincolnsu.com)), clearly stating the grounds for appeal, within five working days of the Chief Financial Officer's response.

If the Group Chief Executive believes that the grounds outlined are legitimate, they shall investigate the matter and inform the Complainant of the outcome of this investigation. If the Group Chief Executive finds that the grounds are frivolous or vexatious, and no new evidence has come to light, then they may refuse the appeal; their decision on this matter is final.



## ULSU Group Complaints Handbook

### Acronyms & Glossary

**Awarding Body:** Nuco Training Ltd

**Complainant:** the individual/s who submit a complaint

**Complaints Mailbox:** understood to mean the following email address - [complaints@lincolnsu.com](mailto:complaints@lincolnsu.com)

**LSUT Ltd:** Lincoln Students' Union Trading Ltd

**Senior Manager:** a member of the ULSU Group Senior Management Team

**Student Disciplinary Procedure:** shorthand for the Student Disciplinary Procedures for Member(s), Committees, Societies and Sports Clubs Forming Part of The Code of Conduct of The Students' Union

**SUMS Ltd:** Students Union Management System Ltd

**ULSU:** University of Lincoln Students' Union

**ULSU Group:** the ULSU Group encompasses ULSU (University of Lincoln Students' Union) and its trading subsidiaries: LSUT (Lincoln Students' Union Trading Limited) and SUMS (Students' Union Management System Limited)

**Working Days:** this term shall be defined as excluding weekends, public holidays or periods of closure (eg: Christmas)