



## Guidance for staff members involved in the University's Complaints Procedure

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### What is the University's Complaints Procedure?

The University's Complaints Procedure was introduced on 14 August 2013. The terms of the Complaints Procedure have been set by the Scottish Public Services Ombudsman (SPSO) and compliance is now a condition of the SFC Funding Agreement.

- The new Procedure has two stages: Stage 1 'frontline resolution' (handled locally) and Stage 2 'investigation' (managed by Complaints Resolution Office, investigated by an appointed investigating officer).
- We are required to provide the University's response to complaints within five working days (at Stage 1) and within 20 working days (at Stage 2). Therefore it is very important that when a complaint is received action is taken promptly.

More detailed information and guidance is available on the UofG website,

[UofG Complaints Procedure](#)

### If you are asked to respond to a Complaint

The following guidance is for staff who may need to be interviewed and/or are the subject of a Stage 1 and/or Stage 2 complaint and describes the complaints process:

- The complaint handler (Stage 1)/investigator (Stage 2) will notify the appropriate Head of Subject/School/Service that there has been a complaint that relates to their area. If a complaint refers to a specific member of staff, the complaint will be brought to the attention of that individual (generally by the relevant line manager) as part of the investigation of the complaint;
- Appropriate advice and support will be made available to any member of staff who is the subject of a complaint. Such support may come from a line manager, colleague, and through numerous staff support services detailed in the following section;
- Staff being interviewed as part of a complaint investigation can expect that the complaint handler/investigator will take account of the natural anxiety or stress that any enquiry or investigation may cause. The complaint investigator will ensure that the interview is conducted in an appropriately sensitive manner, whilst recognising that it is part of a formal process and that a note of the meeting will be taken;

- Everything discussed during the complaints procedure, including meetings with staff members, is confidential. Staff members have the opportunity to comment on the note of their meeting and an approved copy forms part of the supporting documentation for the complaint investigation. You should be aware that the complainant will receive a copy of this documentation along with the outcome report. Heads of Subject/School/service only have access to the outcome report.

## Where can I receive advice and support?

Name of the Department/ Organisation	Type of Support and Additional Information	Address and Contact Details
<b>Complaints Resolution Office</b>	You can contact member of the Complaints Resolution Office to get advice and additional information about the Complaints Procedure.	<ul style="list-style-type: none"> <li>• Clare Barnes - <a href="mailto:Clare.Barnes@glasgow.ac.uk">Clare.Barnes@glasgow.ac.uk</a> – tel. 0141 330 2863</li> <li>• Mhairi Evans - <a href="mailto:Mhairi.Evans@glasgow.ac.uk">Mhairi.Evans@glasgow.ac.uk</a> – tel. 0141 330 4247</li> <li>• Seonaid Dodds - <a href="mailto:Seonaid.Dodds@glasgow.ac.uk">Seonaid.Dodds@glasgow.ac.uk</a> -tel. 0141 330 1959</li> <li>• Generic Complaints Mailbox- <a href="mailto:complaints@glasgow.ac.uk">complaints@glasgow.ac.uk</a></li> </ul>
<b>Staff Counselling</b>	Staff Counselling is an external and independent service offered to staff at the University of Glasgow by PAM Assist (an external provider). The service offered is free and confidential. You will be offered 30 minute telephone session or 45-50 minute face-to-face counselling session.	<p><b>Tel:</b> 0800 882 4102 (PAM Assist)</p> <p><b>More information available here:</b> <a href="https://www.gla.ac.uk/myglasgow/health/">https://www.gla.ac.uk/myglasgow/health/</a></p>
<b>Occupational Health Unit</b>	The Occupational Health Unit has been set up to protect your health whilst at work, assess and advise on your ongoing fitness to work and ensure that work- related health issues are managed effectively. There are two services:	<p><b>Address:</b> Occupational Health Unit 63 Oakfield Avenue, Glasgow G12 8LP</p> <p><b>Tel:</b> +44(0) 141 330 7171</p> <p><b>Email</b> <a href="mailto:ohu@admin.gla.ac.uk">ohu@admin.gla.ac.uk</a></p>



	<p>1) Assessment &amp; advice to individuals/ line managers regarding ongoing fitness for work</p> <p>2) Advice relating to individual's concerns at work</p>	<p><b>More information available here:</b>  <a href="https://www.gla.ac.uk/myglasgow/occupationalhealthunit/contact/">https://www.gla.ac.uk/myglasgow/occupationalhealthunit/contact/</a></p>
<b>Human Resource Service</b>	<p>You can also consult with a member of the HR team for your issue. Find your HR contact for your College/ School/ Service HERE:  <a href="https://www.gla.ac.uk/myglasgow/humanresources/contact/">https://www.gla.ac.uk/myglasgow/humanresources/contact/</a></p>	<p><b>Address:</b>            Tay House, Level 6            300 Bath Street, Glasgow            G2 4LH</p> <p><b>More points of contact and telephone numbers available here:</b>  <a href="https://www.gla.ac.uk/myglasgow/humanresources/contact/">https://www.gla.ac.uk/myglasgow/humanresources/contact/</a></p>
<b>University &amp; College Union-Glasgow (UCUG)</b>	<p>UCU is the recognised union representing university teachers, researchers and professional staff in the administrative, library and computing services.</p>	<p><b>Address:</b>            UCUG Office,            68 Oakfield Avenue,            University of Glasgow</p> <p><b>Tel:</b> 0141 330 5375</p> <p><b>Email:</b> <a href="mailto:ucug@gla.ac.uk">ucug@gla.ac.uk</a></p> <p><b>More information available here:</b>  <a href="http://www.gla.ac.uk/services/organisations/ucug/">http://www.gla.ac.uk/services/organisations/ucug/</a></p>
<b>UNISON (Union)</b>	<p>UNISON is the recognised union which represents staff in the Management, Professional and Administrative Job Family and the Operational Job Family.</p>	<p><b>Address:</b>            Unison Office            University of Glasgow            68 Oakfield Avenue            Glasgow G12 8QD</p> <p><b>Tel:</b> 0141 330 5570</p> <p><b>Email:</b> <a href="mailto:unison@glasgow.ac.uk">unison@glasgow.ac.uk</a></p> <p><b>More information available here:</b>  <a href="https://www.gla.ac.uk/myglasgow/unison/">https://www.gla.ac.uk/myglasgow/unison/</a></p>
<b>UNITE (Union)</b>	<p>UNITE is one of the recognised campus trade unions. They represent staff in a range of issues and have specific</p>	<p><b>Tel:</b> 0141 330 5561</p> <p><b>Email:</b> <a href="mailto:unite@glasgow.ac.uk">unite@glasgow.ac.uk</a></p>

	<p>negotiating rights for staff at all grades within the Operational and Technical &amp; Related job families.</p> <p>We would suggest contacting a rep from your area:  <a href="https://www.gla.ac.uk/myglasgow/unite/">https://www.gla.ac.uk/myglasgow/unite/</a></p>	<p><b>Facebook:</b>  <a href="https://www.facebook.com/UniteUG">https://www.facebook.com/UniteUG</a></p> <p><b>Twitter:</b> @UNITEGU</p> <p><b>More information available here:</b>  <a href="https://www.gla.ac.uk/myglasgow/unite/">https://www.gla.ac.uk/myglasgow/unite/</a></p>
<p><b>University's Respect Advisers Network</b></p>	<p>Offers support and guidance to staff and students regarding harassment and bullying to complement existing support structures within the University.</p>	<p><b>More information is available here:</b>  <a href="https://www.gla.ac.uk/myglasgow/humanresources/equalitydiversity/policy/dignityatwork/ran/">https://www.gla.ac.uk/myglasgow/humanresources/equalitydiversity/policy/dignityatwork/ran/</a></p>

## How can I prepare for the meeting with the complaint handler/investigator?

### Preparing for the meeting with the complaints handler:

We understand that being the subject of a complaint can cause anxiety. That is the reason we would encourage you to seek advice and support through [guidance](#) available on the Complaints Resolution Office's website.

You are also welcome to bring a friend, colleague or your line manager to the meeting.

It is really important to remember that when complainants use emotive or ill-advised language, the investigator/handler will be focusing only on the facts as established by evidence. This is therefore your opportunity to present your account of events and clarify issues raised, to help the handler in providing outcome response to the complaint.

You might also want to consider the following suggestions in preparing for the meeting:

- Write down what has happened – events, actors, main issues. It is recommended to follow chronological order;
- Collect any support documents or other form of evidence and if you can, send all the evidence to the complaint handler before the meeting (e.g. emails, any other written correspondence or documentation, and names of anyone who might have witnessed what happened or who would be able to provide additional relevant background information);
- Consider whether you would find it helpful to provide a written response in advance of the meeting. Such a statement can help the complaint handler identify the most important issues for discussion at the meeting;
- Refer to the [UofG Complaints webpages](#) for details of the Complaints Procedure and relevant resources.

### At the meeting:

At the meeting you will be asked questions regarding the complaint and you will have the opportunity to present your version of the events. Typically the complaint handler/investigator will be accompanied by another member of staff who will take notes at the meeting.

It is the role of the complaint handler/investigator to gain as much knowledge as possible about the complaint issues and they will welcome any information that you have to offer either through questioning or free discussion.

Here are some tips you might find useful:

- Answer questions clearly and honestly, referring to any documentary evidence you can present;
- Make sure you understand the question being asked. If you are not clear, you can ask the handler/investigator to repeat the question in a different way;
- If you feel tired or need some time to think through the issues, do not hesitate to ask for a break;
- Make sure you collect and present any additional evidence you have not sent. You can bring this along to the meeting and hand to the handler/investigator, or forward it as soon as possible after the meeting;
- You will be given the opportunity to raise any other issues you consider are pertinent to the complaint investigation.

#### **After the meeting:**

A draft copy of the notes taken at the meeting will be sent to you for your comments regarding factual accuracy. You should ensure that you provide your response promptly to avoid delaying the investigation.

For Stage 1 complaints, the complaint handler will liaise with you regarding the outcome. At Stage 2, a copy of the outcome report will be sent to the Head of Subject/School/Service, who will liaise with you to report on the findings and outcome.