1. Members’ Complaints Procedure
   1. Making a Complaint
      1. Where possible, complaints should be resolved as quickly as possible on an informal basis. However, it is recognised that this is not always possible.
      2. The Union has a [Policy and Procedures for Managing Complaints](https://www.hwunion.com/about-us/policies-and-references/) which outlines the process for raising a Complaint and enables complaints to be investigated as appropriate. The process can be used to raise a concern about the conduct of elected members of the Union in respect of their Union activities.
      3. Following investigation, a complaint may result in disciplinary action being taken in accordance with this Bye-Law.
      4. Where the matter relates to the conduct of members in an elected capacity, including Full-time Officers, Members of Parliament and Society Office Bearers, students also have the option to use the processes outlined elsewhere in these Bye-Laws.
   2. Jurisdiction
      1. This Bye-law applies to any activity or event associated with the Union, where a Student Member has breached the Bye-laws.
      2. Complaints raised by external organisations, relating to the conduct of a Student Member, will be dealt with through HWUnion’s [Complaints Policy and Procedures](https://www.hwunion.com/about-us/policies-and-references/)
      3. An offence against Student Members allegedly committed by a member of another institution shall be referred to that member’s institution for action.
      4. This Bye-law shall apply where applicable to other organisations with a reciprocal agreement with the Union.
   3. Conduct
      1. The Union’s Complaints Policy and Procedures can be used to raise a matter in respect of any Student Member who, whilst involved in activities in respect of the Union, is alleged to have:
         1. Contravened the Articles of Association or Bye-laws of the Union;
         2. Wilfully damaged, defaced, stolen or attempted to steal any fittings, property owned by, hired or loaned to the Union or to any member thereof or who is indirectly responsible through omission or default for any of the above;
         3. Conducted themselves in a manner unbefitting of a member;
         4. Breached a Union Policy;
         5. Harassed other members, guests or Union Staff;
         6. Caused a disturbance in the Union;
         7. Wilfully obstructed a duty volunteer or staff member in the execution of their duties;
         8. Defrauded or attempted to defraud the Union;
         9. Invited a guest into the Union who contravened these Bye-laws;
         10. Refused to produce their University Identity Card on demand to an authorised person;
         11. Did not have an Identity card and refused to give their name and class to an authorised person on demand.
   4. Disciplinary OUTCOMES
      1. There are a number of possible outcomes members may face as a result of a complaint and/or disciplinary matter being upheld. These include but are not limited to:

SUSPENSION OF PRIVILEGES

* + - 1. The Union may suspend members from some or all privileges as a result of a complaint being upheld. This can include suspension from some privileges, for example, holding a committee position within an affiliated society, to all privileges.
      2. When a member is suspended from all privileges of the Union, affiliated societies and corporate bodies will be informed. They will be instructed to prevent the member from holding office or taking part in any activities of the Union. This includes taking part in any HWUnion election.
      3. The Secretary of the University shall be notified if a member is suspended from all privileges.

Payment of fines

* + - 1. If a fine is imposed in respect of the outcome of a complaint or disciplinary matter, communication will be sent outlining the payment due. If the outstanding fine has not been paid within two weeks from the date of this communication being sent, the member shall be suspended from all privileges of the Union until the fine is paid.

Exclusion

* + - 1. The Union has the authority to exclude an individual student from any premises which fall under the jurisdiction of the Union.
      2. The exclusion shall have effect only where there exists a threat to the safety of members, their guests, staff or property of the Students Union.
      3. The exclusion will apply until a decision on the case is made following due consideration. However, the decision to exclude may be reviewed if the member requests this and has a good case.
      4. If an appeal has not been lodged in writing against a decision taken within five working days, the decision shall become final.
      5. The Secretary of the University shall be notified of any exclusion.