

GOT A COMPLAINT?

A step by step guide showing you how
our LSESU complaint procedure works.

START GUIDE →





Listen up! A quick note...

Complaints to the LSESU can be about any Union activities, events or spaces. The following summary is just an illustration of the process, for full information please see the Complaints Procedure and Disciplinary Procedure documents.

Complaints procedure overview



Submit your complaint

Check out our easy-to-use complaints form, which you can access [here](#).

STAGE 1

Assessment

Once you submit your complaint, a Complaint Assessor reviews your case and decides the next steps.



Possible resolution & procedure completion.

STAGE 2

Investigation (if required)

If your complaint requires further review, we will carry out an investigation and a Deciding Officer will determine the outcome.



Possible resolution & procedure completion.

STAGE 3

Appeal (if required)

You only need this stage if you believe there is an issue with the decision and would like it to be reviewed.



Possible resolution & procedure completion.

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STAGE 1

ASSESSMENT

We'll review your complaint and decide the most appropriate next step.

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We receive your complaint. What happens next?



OPTION 1

No case

✓ PROCEDURE COMPLETION

OPTION 2

Informal Resolution

➔ PROCEDURE CONTINUES TO STAGE 2 (IF REQUIRED)

✓ PROCEDURE COMPLETION

OPTION 3

Investigation

➔ PROCEDURE CONTINUES TO STAGE 2 (IF REQUIRED)

OPTION 4

Disciplinary Referral

➔ PROCEDURE CONTINUES TO DISCIPLINARY PROCEDURE

OPTION 5

Referred to LSE

➔ PROCEDURE CONTINUES TO THE SCHOOL

STAGE 2

INVESTIGATION

If required, we'll investigate your complaint for a Deciding Officer to review the findings and determine the next appropriate step.

An investigation is required. What happens next?



**Investigator
appointed**



**Evidence
gathered**



**Investigation
complete**

Decision

The Deciding Officer makes one of the following decisions:

Complaint dismissed



PROCEDURE COMPLETION

Complaint upheld & penalties applied



PROCEDURE COMPLETION



PROCEDURE CONTINUES
TO STAGE 3 (IF REQUIRED)

Referred to Disciplinary Procedure



PROCEDURE CONTINUES TO
DISCIPLINARY PROCEDURE

STAGE 3

APPEAL

You only need this stage if you believe there is an issue with the decision and would like it to be reviewed. If required, the General Secretary will review your appeal to decide the most appropriate next step.

Want to appeal? This is how it works.



**Submit your
appeal**



**We check
your appeal**



**Review
panel**

Decision

Possible outcomes:

Appeal dismissed



PROCEDURE COMPLETION

Appeal upheld &
outcome modified



PROCEDURE COMPLETION

Reopen investigation



PROCEDURE CONTINUES
TO STAGE 3 (IF REQUIRED)

COMPLETION OF PROCEDURES

We'll inform all parties of the final outcome.

Still dissatisfied?

If you are unhappy with the outcome, you have the right to complain to the School about the Union.

