

**Imperial College Union
Governance & Membership Sub-Committee / 4 September 2024**

**Complaints & Disciplinary Update:
Annual Appointments & Cases Summary for the last Academic Year**

1. Background Information & Context

Our statutory complaints and membership discipline procedures are set out in the Union's Bye Laws G and H respectively, which require a number of roles to be appointed in order to operationalise the processes therein.

2. Appointments Required

Complaints Officer: This is an appointed member of staff who has responsibility for administering the Complaints procedure, including checking that submitted Complaints are eligible to be considered, and also for clerking disciplinary and appeals panels. We recommend that the Governance & Executive Manager be appointed to this role.

Complaint Handlers: These are a pool of appointed staff members or Officer Trustees, from whom a relevant individual will be chosen to deal with a submitted complaint. We recommend that the Senior Management Team and the Union President be appointed to this pool, where in the first instance a Director will be the handler of a complaint relevant to their Directorate.

Complaints Appeal Members: This is to be a designated list of individuals who may be selected by the Chair of the Governance and Membership Committee to sit on a Complaints Appeal Panel. As Byelaw G stipulates these Panels will comprise at least one Officer Trustee and one SMT member, we recommend that the Senior Management Team and the members of the Governance and Membership Committee be appointed to this pool for the Chair to choose from.

Investigating Officer: The procedures stipulate that in the first instance, all *disciplinary* cases are led by an Investigating Officer who is a member of the Governance and Membership Committee. No procedure for selecting this person is specified (they are a 'Union nominee'). We recommend that the Union President *or their nominee* may act as Investigating Officers, supported by a member of union staff, so that the Union President may delegate if needed. (We recommend that if the allegation is about the President, the Chair of the Trustee Board may act as Investigating Officer and can be contacted via icu.board@imperial.ac.uk).

Recent updates to Byelaw H stripped out a lot of the operational detail regarding disciplinary procedure and indicates that this can be found in an operational Union Disciplinary Procedure instead (separate to the Byelaw). This will need to be formally introduced and approved by Management Committee as soon as possible. In the interim, the Committee should appoint: -

Panel Members: This is a designated list of members of the Board of Trustees who can sit as members of a Union Disciplinary Panel. We recommend that the members of the Governance and Membership Committee be appointed to this pool, to be called upon as required.

Disciplinary Appeals Panel Members: This is a designated list of members of the Board of Trustees who can sit as members of an Appeals Panel. We recommend that the members of the Governance and Membership Committee, and the Chair of the Board of Trustees, be appointed.

Governance & Membership is asked to approve the above appointments.

3. Summary of 2023-2024 cases

Complaints

Enquiries received that appear to fit best into the Statutory Complaints procedure are logged with a Statutory Complaints number for the academic year (e.g. SC23001), even though some cases eventually transpire not to be within scope.

Date rcvd	Number	Area of Union	Issue/complaint detail	Outcome	Date closed	Actions arising to address complaint issue	Status of actions
01-Aug-23	SC23001	Union Shop	Online order stuck at fulfilment stage, oversight due to short staffing, refund offered.	Stage 1 Complaint – local resolution	07-Aug-23	Recruit staff in Retail to fill vacancies.	Complete
23-Aug-23	SC23002	CSP service provision	Complaint from a CSP regarding service provision.	Stage 1 Complaint – local resolution	15-Sep-23	Meeting with Director of Membership Services arranged to discuss issues.	Complete
07-Oct-23	SC23003	Events / Venues	Complaint about security staff at an external venue at which the Union had a ‘takeover’ event.	Stage 1 Complaint – local resolution	02-Nov-23	Union operational management offered apologies and forwarded the complaint to the management in venue.	Complete
25-Oct-23	SC23004	Dissatisfied with CSP membership	Member unsatisfied with student club after purchasing CSP membership and requesting refund.	Stage 1 Complaint – local resolution	<i>Missed during staff vacancies – replied May 2024</i>	Terms of use sent, advised to contact CSP if wish to see if anything else is possible.	Complete
14-Nov-23	SC23005	Complaint about CSP	External organisation complaint about a CSP social media post. Complaint concerns not substantiated.	No action taken.	15-Nov-2023	N/A	N/A
14-Nov-23	SC23006	Venues	Complaint about interactions with venue security.	Stage 1 Complaint – local resolution	15-Nov-23	Union operational management offered apologies for any negative interactions, asked for more details so can investigate.	Complete
18-Nov-23	SC23007	Complaint about a CSP	Complaint about a former CSP (what has since become what ICU calls “deceased”, i.e. is no longer in existence).	Stage 1 Complaint – local resolution	24-Mar-24	Complainant satisfied with response. Feedback passed to Activities Team to ensure no such issues with “live” CSPs.	Complete
11-Dec-23	SC23008	Complaint about a CSP activity	Complaint from a CSP member about their CSP committee’s choice of a particular activity	Stage 1 Complaint – local resolution	20-Nov-23	Advised member that there were no legal/risk/policy reason for the Union to intervene with committee’s choice of this activity.	Complete
12-Feb-24	SC23009	Complaint from CSP cttee member	Complaint about issues with rooms/through routes to facilities, and associated conversations	Stage 1 Complaint – local resolution	12-Feb-24	Advised would raise possibility of temporary room partitions with SMT; this has been discussed and deemed unfeasible at present. Staff offered to meet with CSP.	Complete
27-Feb-24	SC23010	Complaint from a CSP	CSP Complaint about service provision inasmuch as it relates to use of/provision of space.	Stage 1 Complaint – local resolution	4-Mar-24	Union operational management agreed to send an email to CSPs to remind them of conduct when using rooms.	Complete
13-May-24	SC23011	Complaint from a CSP	CSP Service Provision-related complaint	Stage 1 Complaint – local resolution	24-May-24	Meeting arranged with Union operational management to discuss practicalities to resolve the particular issue.	Complete
23-Jun-24	SC23012	Summer Ball	Complaint seeking compensation-shirt ripped by attendee	Out of scope	27-Jun-24	Advised complainant to report the incident to the police.	Complete
24-Jun-24	SC23013	Summer Ball	Dissatisfaction with security service etc.	Stage 1 Complaint – local resolution	26-Jun-24	Offered complainant a meeting with staff member.	Complete
24-Jun-24	SC23014	Summer Ball	Events surrounding and during summer ball relating to posters and statements made from the main stage	Stage 2 Complaint – formal stage	03-Jul-24	Review of event undertaken, report written with recs.	Complete, recs to be taken fwd
24-Jun-24	SC23015	Summer Ball	Unacceptable wait time for Beit Hall residents to be allowed access to Hall during summer ball after party.	Stage 1 Complaint – local resolution	26-Jun-24	Venues will be working on possible solutions to ensure this scenario does not happen again	To be fed into future planning
24-Jun-24	SC23015	CSP service/SB	CSP asked to leave Beit at 9pm for SB afterparty prep when they had a booking until 10pm	Stage 2 Complaint – formal stage	20-Aug-24	Review of events undertaken, report written with recs to avoid future issues and improve arrangements.	Complete, recs to be taken fwd
25-Jun-24	SC23017	CSP service provision	Approval response times – event budgets can’t be approved until event proposals reviewed/received initial feedback	Stage 1 Complaint	10-Jul-24	Requested additional resource for Activities Team in Block Grant Request to address delays/under resourcing.	Complete, £ secured for this.
03-Jul-24	SC23018	Minibus service	Alleged mismanagement of the minibus fleet, reports of issues on the fleet allegedly routinely ignored or forgotten	Stage 1 complaint	10-Jul-24	Conducting a holistic review over the summer regarding how the Union operates the service to meet levels of compliance and membership service expected.	Ongoing

Note - *Felix* also received a complaint regarding insensitive content. The Complainant was advised by the Union President to make a formal complaint to the Union, but they chose not to. Nevertheless, an internal investigation took place and recommendations were made that put structures in place to ensure the Editor maintains oversight of all content, including those relating to current affairs.

Disciplinary

Reports made to/notifications received from the College

Date passed on to Union	Number	Information	Outcome
01-Sep-23	CN23001	Concern around techniques with which a Member of an ICU Sports Club was coaching students at an external venue raised to Imperial Head of Sport. Information to identify the Member was not provided. Suggested that the reporting party (external venue) follow up with Activities Team.	Not brought forward formally
10-Jul-24	CN23001	Union made aware that a disciplinary matter is being investigated by the College. Responding party has been suspended by Union President from certain Union activities pending the conclusion of investigations.	Where the Union is made aware that the disciplinary matter is being investigated by the College, the Union shall suspend the disciplinary proceedings until the conclusion of a College investigation.

Raised to the Union for the Members' Discipline Procedure

Note – the Union also received a third-party allegation regarding impact of the behaviour of a CSP upon an Imperial staff member, which was dealt with under the appropriate University procedures, led by Imperial HR. More information, within the bounds of confidentiality, can be provided if desired at the meeting.

Date raised	Number	Raised by	Details	Outcome	Date closed
20-Oct-23	MD23001	Imperial student [CSP committee member]	Meeting requested to discuss concerns about an individual student returning to the CSP.	Union followed up with an email to offer an urgent meeting with the reporting party. No further details emailed to ICU complaints following this.	02-Nov-23
01-Nov-23	MD23002	Imperial student [CSP committee member]	Initial report on behalf two others. Advice given. Third third-party advised neither of the two wish to raise anything formally.	Not formally brought forward as an allegation.	12-Feb-23
13-Nov-23	MD23003	Imperial students/Student Representative	Allegations raised via email of inappropriate behaviour.	Director of Membership services met with responding party to address concerns.	24-Nov-23
29-Nov-23	MD23004	Imperial students [raised to the College].	Allegations raised to the College about the actions of [members of a] CSP. Agreed to proceed with Level 3.	Level 3 – Referral to the College. Initial case conference held by College to determine the most appropriate route for the allegation. Determined not to be a case to be considered under the Student Disciplinary Procedure.	15-Dec-23
03-Feb-24	MD23005	Imperial student [CSP member]	Allegations regarding the behaviour of an alumnus towards a student in a society group chat. Resolved informally.	Not formally brought forward	08-Mar-24
08-Feb-24	MD23006 MD23006a	Imperial student [CSP committee member]	Concerns raised about behaviour of a Life Member. Options laid out to reporting party. No further contact. Further concerns raised. Internal investigation suspended until conclusion of investigation by appropriate authority.	Not formally brought forward. Ongoing – urgent membership suspension being considered.	Closed. Open
13-Feb-24	MD23007	Imperial student [CU committee member]	Concerns raised. Met with reporting party. Laid out options. Asked reporting party to email details of specific incidents of alleged misconduct.	Not formally brought forward with allegations of specific incidents of misconduct.	21-May-24
14-Feb-24	MD23008	Supplier	Telephone call alleging inappropriate language used by CSP customer.	Not formally brought forward in writing.	11-Apr-24
16-Feb-24	MD23009	Imperial student [CSP committee member]	Allegation raised. Permission received to refer to College.	Level 3 – Referral to the College	College investigation ongoing
08-Mar-24	MD23010	Imperial student [CSP committee member]	Concerns raised. Advice given. More evidence requested if wishing to raise an allegation.	Not formally brought forward as an allegation.	09-May-24

15-Mar-24	MD23010	Imperial student [CSP committee member]	Out of scope – elections complaint.	Invalid - not submitted before the election complaints deadline to the elections complaints app.	20-Mar-24
21-Mar-24	MD23011	Imperial students [CSP committee members]	Concerns raised about individuals holding multiple CSP principal positions across multiple CSPs.	Resolved through CSP Policy update limiting individuals to 3 principal CSP positions each.	25-Jun-24
20-Apr-24	MD2312	Supplier	Alleged CSP damage to hired stock.	Dealt with between processes – contract dispute (assumed authority issue) primarily over that of alleged breach of Imperial Student Code of Conduct issue	14-Jun-24
06-Jun-24	MD23013	Imperial students [CSP committee member]	Report raised to Union and College, proceed with Level 3.	Level 3 – Referral to the College	College investigation ongoing
25-Jun-24	MD23014	Imperial students [CSP committee members]	Allegations raised. More information requested and evidence provided.	Investigation report still being finalised.	Open
09-Jul-24	MD23015	Imperial students [CSP committee members]	Concerns raised by a third party. Advice given.	Concerns noted in case reporting party comes forward.	29-Aug-24
23-Jul-24	MD23016	Imperial students [CSP committee members]	Allegations raised.	Investigation report still being finalised.	Open

The committee is asked to note the 2023-2024 cases summary.