

SMA Complaints procedure

A complaint may be made verbally or in writing to the president or vice-president of the society, who will decide whether to activate a stage 1 or stage 2 complaint. If both the president and VP are the source of the complaint, a senior trustee will be in charge of the process.

Stage 1: Front-line response.

The SMA president or administrator will acknowledge the complaint within 3 working days.



The administrator will record the complaint, and the president / vice president will notify any staff involved in the complaint itself



The president / vice president will offer a resolution to the complaint.

Stage 2 Investigation.

The SMA will acknowledge the complaint within 3 working days during university term or as soon as possible thereafter during vacation periods.



The president or VP will form an investigating team, composed of two or three trustees. The investigation will begin where appropriate. If the team decide that the complaint involves any alleged criminality and / or goes beyond the scope of the society's investigative powers, the complainant will be advised to contact appropriate authorities, typically police or charity commission. At this point the SMA's involvement will cease. The complainant may wish to apprise the SMA of the outcome where appropriate.



The administrator will record the complaint, and the president / vice president will notify any staff involved in the complaint itself



The president / vice-president or a delegated trustee will contact the complainant to agree:

- Details of complaint
- Outcome sought
- Expectations



The complainant will submit any relevant documents or other evidence.



	The investigating team will respond to the complaint within 20 days unless additional time is required, in which case the complainant will be notified.  The president / vice-president will communicate the outcome in writing, and indicate the complainant's right to appeal.
Is the complainant satisfied? Yes – The SMA will make written summary of the complaint and agree that summary with the complainant, passing on conclusions and recommendations to trustees. The complaint will be closed. No – Begin Stage 2: Investigation.	Does the complainant wish to appeal? No – The SMA will make written summary of the complaint and agree that summary with the complainant, passing on conclusions and recommendations to trustees. The complaint will be closed. Yes – Appeal process (see below) Appeals process The procedures for Stage 2 will be followed by a different team of trustees, who can access the original investigation documentation and any new information or perspectives from the complainant.  Following the appeal process, and the communication of the outcome to the complainant, the complaint will be considered to be closed.  If the complainant does not accept the decision, they will be directed to UK government guidance: https://www.gov.uk/complain-about-charity