



COMPLAINTS PROCEDURE – INFORMATION FOR MEMBERS

UNISON is Britain's largest trade union with over 1.3 million public service members, organised into over 1,300 branches within 12 regions and seven service groups. UNISON is a vibrant and progressive organisation working to reflect and represent members' views at all levels of the union and within the wider community.

UNISON aims to provide high quality support and advice to all of our members at all times. This procedure is intended to ensure that UNISON members are aware that:

- Anyone wishing to make a complaint knows how to do so.
- The union responds to the complaint quickly and in a courteous and efficient way.
- Members' complaints are taken seriously and properly dealt with.
- The union learns from complaints and where complaints are found to be justified, takes appropriate measures.

How a complaint can be made

The procedure provides for three levels or stages:

Stage 1 - Informal / problem solving

Many complaints or potential complaints can be resolved readily and quickly by discussing the complaint with your branch or region.

This is where the process should start and unless there are exceptional circumstances there should be full discussions at the informal stages as a first step.

Complaints at stage one may be made either orally or in writing or both.

Stage 2

This stage involves a formal complaint to the region concerning a branch or region. Complaints should be submitted to the appropriate regional office address as indicated below. The complainant will receive an acknowledgement within seven working days. Regard will be given to the complexities of the case concerned, but it is the union's intention to complete and respond to the investigation process within two months. The member will be kept advised of the progress of the investigation and any reasons for delay. The regional secretary or designated officer will investigate whether the complaint is justified and will advise the member of the action that will be taken. To aid the investigation, it would be beneficial if the complainant clearly stated what they wished UNISON to do and the outcome being sought.

At the conclusion of the investigation the complainant will also be informed that if they remain dissatisfied with the way that their complaint has been dealt with, they can apply to the Head of Member Liaison for a review of the said decision. Such an application for a review must be made within 28 days of the date of the said letter from the regional secretary or designated officer. This review is known as stage 3.

Regional Office Addresses

Eastern Region: Regional Secretary Chris Jenkinson, UNISON Eastern, Church Lane House, Church Lane, Chelmsford, Essex, CM1 1NH. Email: unisoneastern@unison.co.uk

(Regional addresses continued overleaf)

East Midlands Region: Regional Secretary Chris Jenkinson, UNISON, Vivian Avenue, Nottingham, NG5 1AF. Email: eastmidlands@unison.co.uk

Greater London Region: Regional Secretary Maggi Ferncombe, UNISON, 1st floor, Congress House, Great Russell Street, London, WC1B 3LS. Email: greaterlondonregion@unison.co.uk

Northern Region: Regional Secretary Clare Williams, UNISON Northern region, 140-150 Pilgrim Street, Newcastle-upon-Tyne, NE1 6TH. Email: northern@unison.co.uk

Northern Ireland Region: Regional Secretary Patricia McKeown, UNISON Centre, 4th floor, Galway House, 165 York Street, Belfast BT15 1AL. Email: unisonnorthernireland@unison.co.uk

North West region: Regional Secretary Kevan Nelson, UNISON North West Region, Arena Point, 1 Hunts Bank, Manchester, M3 1UN. Email: v.rothwell@unison.co.uk

Scotland: Regional Secretary Mike Kirby, UNISON Scotland, UNISON House, 14 West Campbell Street, Glasgow G2 6RX. Email: r.rodgers@unison.co.uk

South East Region: Regional Secretary Steve Torrance, UNISON South East, Ranger House, Walnut Tree Close, Guildford, GU1 4UL. Email: southeast@unison.co.uk

South West region: Regional Secretary Joanne Kaye, UNISON South West, First Floor, Vintry Building, Wine Street, Bristol, BS1 2BD. Email: southwest@unison.co.uk

Wales: Regional Secretary Tanya Palmer, UNISON Cymru/Wales, UNISON House, Custom House Street, Cardiff, CF10 1AP. Email: cymruwales@unison.co.uk

West Midlands Region: Regional Secretary Ravi Subramanian, UNISON West Midlands, 24 Livery Street, Birmingham, B3 2PA. Email: westmids@unison.co.uk

Yorkshire and Humberside Region: Regional Secretary John Cafferty, UNISON Yorkshire and Humberside regional centre, Commerce House, Wade Lane, Leeds, LS2 8NJ. Email: Y&Hcomplaints@unison.co.uk

Stage 3

Stage three of the complaints process is a review of the region's handling of a complaint at stage two. Requests for a stage three review should be made in writing to Head Office (UNISON Centre, 130 Euston Road, London, NW1 2AY) for the attention of John Stolliday, Head of Member Liaison.

The complainant will receive an acknowledgement within seven working days. The Member Liaison Unit will request a report from the region. Regard will be given to the complexities of the case concerned, but it is the union's intention to complete and respond to the review process within two months. The member will be kept advised of the progress of the investigation and any reasons for delay.

Member Liaison Unit
memberliaison@unison.co.uk
Tel: 020 7121 5458
Text phone: 0800 0967 968