

EDINBURGH UNIVERSITY SPORTS UNION FEEDBACK AND COMPLAINTS HANDLING PROCEDURE

1. Introduction

- 1.1 Edinburgh University Sports Union (EUSU) are dedicated to fostering an environment where everyone belongs, our clubs are supported to achieve their ambitions and members, coaches and volunteers are empowered with the skills to thrive. Your feedback, whether it is a suggestion, a compliment, or a complaint, helps us improve our programmes, services and events. Here is how you can share your thoughts with us and what to expect in return.
- 1.2 As a membership organisation we value open communication and would encourage you to reach out with any feedback or concerns at the earliest possible opportunity. Our goal is to listen, learn and enhance your experience.

2. Scope

- 2.1 This Feedback and Complaints Handling Procedure applies to your experiences of EUSU services, programmes, administration, staff and EUSU volunteer conduct and events, which can be positive or indicate areas for improvement.
- 2.2 The EUSU Code of Conduct may supersede the EUSU Feedback and Complaints Handling Procedure in any instances, where deemed appropriate by the Sports Union President and Vice Presidents (where appropriate), in consultation with senior representatives of EUSU staff, or if deemed appropriate a representative from the University.

3. Submitting and Sharing Your Experience

- 3.1 To make the process as easy as possible, you can submit feedback by:
 - Speaking to a member of the team directly via [Contact Us](#)
 - Emailing us at eusu@ed.ac.uk
- 3.2 To make a complaint:
 - Complete a [EUSU Request to Investigate Form](#) and detail what you believe would be satisfactory action to resolve the matter.
- 3.3 Details of your experience should be detailed and indicate whether you would like to receive a response from us or are simply providing information without expecting a reply.

4. Initial Response

- 4.1 Regardless of whether you have requested a response or not all, feedback will be acknowledged within five working days.
- 4.2 Where a response has been requested the submission will be assigned to the most relevant member of staff.
- 4.3 For minor issues, we aim for swift informal resolution.

5. Investigating Process

- 5.1 For more complex complaints we conduct an investigation, as per section 2.9 – 4.5 of the EUSU Code of Conduct.

6. Resolution

- 6.1 A written response, along with completion of any relevant actions, from the most relevant member of staff signifies the end of consideration of the complaint by EUSU.
- 6.2 More complex complaints will be considered under the EUSU Code of Conduct. Following an investigation, if the complaint is upheld, any disciplinary action signifies the end of the consideration of the complaint by EUSU.

7. Escalation

- 7.1 If you are dissatisfied with the outcome, you will be advised about the escalation options outside EUSU, which may include but is not limited to governing bodies and the Scottish Charity Regulator.

8. Reporting and Recording

- 8.1 EUSU keeps a record of all complaints and feedback matters for the duration of the academic year, plus five full academic years. After which EUSU will anonymise, the record however keeps a note of the outcome on record for service development purposes.
- 8.2 EUSU keeps a record of all complaints and informs the Executive Committee annually of all cases, including resolutions.

9. Continuous Improvement

- 9.1 Your insights are crucial for our growth. We use feedback and complaint outcomes to enhance our services, programmes and events and always welcome hearing from you, whether it is a compliment, a concern or a suggestion.