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**Complaints Form**

*The University of Salford Students’ Union is committed to enhance students’ lives by following seven key values: Accountability, Sustainability, Enterprise, Quality, Fun, Diversity and Partnership. The USSU is a student-led, student-focused organisation with the principle of representation, democracy and informed campaigning at its very heart. Therefore, any Salford student who is dissatisfied by their experience with the Students’ Union has the right to submit an official complaint.*

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| 1. ***About you*** |
| We will only use your contact details to get in touch with you about the complaint and to inform you of the complaint’s progress  ***Name:***  ***Address:***  ***Postcode:***  ***Telephone number*** |
| 1. ***Who or what are you complaining about?*** |
| Please fill in the details of the person/s your complaint is directed against. If more than one person is involved please provide their details on a separate sheet.  **Name:**  **Position/Role held in the Students’ Union:** |
| 1. ***Type of complaint*** *(please highlight more than one box if appropriate)* |
| The services, facilities or products provided by the Students’ Union |
| The conduct of an employee of the Students’ Union |
| The misconduct or behaviour of a member of the Students’ Union using facilities, premises and services or attending events provided by or organized by the Students’ Union or organisations associated with the Union under reciprocal or other agreements. |
| About the Students’ Media |
| About actions contrary to the Constitution, Bye-Laws and Guidance Documents |
| Sexual, racial, homophobic or any other form of personal harassment |
| About or by external organizations, visitors delivering a service for the Students’ Union |
| By an employee of the Students’ Union who wishes to make a complaint or grievance |
| 1. ***What happened?*** |
| Please provide us with as *many details* as you can remember. Attach a separate sheet if required. We need to know:   * What happened? * Where it happened? * Who did it and who was involved? * How that affected you? |

After completing your Complaints Form you can do one of the following

1. Return via email to [ussu-president@salford.ac.uk](mailto:ussu-president@salford.ac.uk)
2. Hand it in at the Students’ Union **Info Point** located in University House ,
3. **Post** it to the following address:

***President (Complaint),***

***University of Salford Students’ Union,***

***University House,***

***Salford,***

***M5 4WT***

**You will receive a response within 10 working days**