



Complaints Procedure

1. This procedure outlines the action to be taken when a complaint is raised against a member of the JCR Committee (thereafter the “Committee”) either by a member of the Committee or by a member of the JCR.
2. Members of the JCR are encouraged to raise a complaint where members of the Committee showed grossly inappropriate behaviours such as intimidation and discrimination.
3. This procedure should not normally be used to resolve concerns on one’s work unless in exceptional circumstances.
4. Complaints should be submitted in writing to the President, who have the responsibility to form a sub-committee to investigate the complaint (thereafter the “Sub-committee”) within 14 days, excluding days outside of the Full Term as defined by the Statues and Ordinances of the University of Cambridge (thereafter the “Full Term”).
5. The Sub-committee should normally be chaired by the one of following members, in this order of preference:
 - a. President
 - b. Vice-President
 - c. Treasurer
 - d. Welfare Officers
 - e. A person duly elected by all members of the JCR Committee not involved in the complaintWhere the member is involved in the complaint, the next member on the list should be invited to be the chair (thereafter the “Chair”).
6. The Sub-committee should, in addition, consist of 2 additional members of the Committee, one of which must be one of the following members:
 - a. Vice-President
 - b. Treasurer
 - c. Welfare OfficersMembers of the Committee who are involved in the complaint cannot be a member of this Sub-committee. Where it is not possible to form a Sub-committee of the required composition, the Chair may appoint members at his/her discretion. The Chair may also appoint one additional member to provide clerical assistance, who shall not have a right to participate in discussions of the Sub-committee.
7. Upon formation of the Sub-committee, the Chair should invite a response from the members involved and should allow up to 7 days, excluding days outside of the Full Term, for them to respond.

8. It is made explicit that members of the Sub-committee do not have rights to compel one to submit them with the information requested but may consider the failure to provide evidence in forming the outcome of the complaint.
9. The Sub-committee should decide on the outcome of the complaint on the basis of the overall balance of probabilities.
10. The outcome of a complaint can be any of the following:
 - a. Complaint upheld
 - b. Complaint partially upheld
 - c. Complaint not upheld
 - d. Insufficient information to reach a conclusion
 The outcome of the case should be unanimous amongst the members of the Sub-committee.
11. At any point, the Sub-committee may agree to refer this issue onto the College, at which point the investigation will be suspended indefinitely and all information collected will be passed onto the College.
12. If a complaint is upheld or partially upheld, the Sub-committee can make any of the following recommendations to the President:
 - a. No action taken
 - b. Informal warning
 - c. Formal warning
 - d. Dismissal from the Committee
 The recommendation should be unanimous amongst members of the Sub-committee.
13. Where the Sub-committee is unable to reach a unanimous decision regarding the outcome of the complaint and/or the recommendation to be made, the Sub-committee should refer the complaint to arbitration by the Committee by a vote in secret ballot.
14. The President should normally act in accordance with the recommendation from the Sub-committee. Where disagreement exists, this complaint should be referred to the Committee to be arbitrated by a vote in secret ballot.
15. Where either party objects to the decision made, the party may propose a motion to reverse the decision in a JCR Open Meeting. The party may also choose to appeal this decision in accordance the DCAC Constitution.

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