

## **COMPLAINTS - SUPPORT FOR STAFF**

It is recognised that whether you are handling a complaint, making a complaint or the subject of a complaint it can cause feelings of discomfort, stress and anxiety.

If a complaint is made against a member of staff, it may lead to an investigation under the *Staff Disciplinary Policy and Procedure* found in the [documents](#) section of the Human Resources intranet page. Details on support available to staff subject to a complaint can be found in the following section of this document.

### **Support Available**

All staff are entitled to be supported during all aspects of a complaint whether they are investigating the complaint, have made the complaint or have had a complaint made against them. Staff subject to complaint may be accompanied to any meetings/interviews taking place, by a trade union representative or work colleague.

If any member of staff experiences stress or any other difficulty as a result of making, dealing with or being the subject of a complaint they should inform their line manager and/or read the information available [here](#) on the Human Resources webpage.

Staff *making* a complaint may wish to seek the support of, as indicated as applicable:-

- ***For employment related complaints*** – Line Managers, Trade Union representatives and Human Resources.
- ***For complaints about students, contractors and other campus users*** – Line Managers, Trade Union Representatives and [complaints@napier.ac.uk](mailto:complaints@napier.ac.uk).

If you are *subject to a complaint* you may wish to discuss the support available to you with your Line Manager, Trade Union representative and/or Human Resources Partner.

If you are *handling* a complaint you may wish to discuss any issues with your line manager, [complaints@napier.ac.uk](mailto:complaints@napier.ac.uk) or consult the information available [here](#) where full information on complaints handling and the expectations of staff where this is concerned, is published.

### **Unacceptable Actions Policy**

The University believes that complainants have a right to be heard, understood and respected. Occasionally, the behaviour of individuals using our Complaints Procedure may make it very difficult for us to deal with their complaint. In a very small number of cases, the behaviour becomes unacceptable because it involves abuse of our staff or our processes. When this happens we have to take action to protect our staff. We consider the impact of the behaviour on our ability to do our work and provide a service to others. University's [Unacceptable Actions Policy](#) explains how we will approach these situations.