

GUIDANCE FOR STAFF WHO WISH TO MAKE COMPLAINTS

If a member of staff wishes to make a complaint about anything, it is recommended that they first discuss the issue with their line manager.

At this point, attempts should be made to resolve the matter informally where possible. If attempts at resolving the matter informally are unsuccessful or the matter is deemed to be too serious to resolve informally, complaints should be channelled as detailed below.

Employment related complaints

If a member of staff wishes to complain about anything from the list below then the complaint will be channelled through the [Grievance Procedure](#).

- Terms and conditions of employment
- Health and safety
- Work relations
- New working practices
- Working environment
- Organisational change
- Equal opportunities
- Conduct of a colleague

Complaints about students, contractors and other campus users

Most employees will have some form of contact with students, contractors and other campus users. If any member of staff wishes to make a complaint about the conduct of a student or another campus user then they should report it, giving as much information (e.g. dates, times, locations, people involved, witnesses) to their line manager or email complaints@napier.ac.uk.

Complaints of this nature may be handled in line with the procedures as highlighted:

- **Complaints against our students;** via the [Student Conduct Regulations](#)
- **Complaints against Edinburgh Napier staff;** through Human Resources processes
- **Complaints against contract staff;** these complaints may need to be handled in conjunction with the procedures of the direct employer of the person concerned.

Due to our duty of care to all of our students and staff and our confidentiality obligations, it will not be possible to advise complainants with regard to the full extent of any disciplinary action (or even whether any disciplinary action has been taken) against individuals they have filed a complaint against. We take any complaints made seriously and will investigate thoroughly bringing sanctions against any individual where our investigations decree appropriate. *For complaints which concern physical abuse or threatening verbal abuse by another campus user please refer to the document [Reporting Abuse](#).*