**Oxford University Harry Potter Society – Complaints Procedure**

When a complaint is received:

* The member of the committee with whom the complaint is raised (who shall henceforth be known as the Point of Contact) should listen but ask no leading questions. If they do not wish to be the Point of Contact, the complainant should be referred to the President. If this is not appropriate, they should be referred to the Treasurer. The Point of Contact should make it clear they will inform the executive committee that a complaint has been made, but that they will maintain anonymity as far as possible, unless express permission is given otherwise. (At the discretion of the Point of Contact, information will be passed on to the applicable Senior Tutor and/or police. The complainant must be made aware that you are to do this. It is standard safeguarding.)
* The Point of Contact shall alert the exec committee a complaint has been made. If the complaint requires procedural change see track A. If not, see track B.
* Should the Point of Contact no longer wish to fulfil the duties outlined in this document once the complaint has been brought to the exec, then the President shall become the Point of Contact.

Track A: Procedural Change

* Person with whom the complainant made initial contact must discuss options with the complainant. For procedural change, the issue must be discussed in a committee meeting. This discussion shall not take place without express permission from the complainant.
* If such permission is not given, we shall refer the complainant to the Senior Member.
* If such permission is given, the complaint should be brought to the next committee meeting, not more than two weeks of full term later. The item in question should preserve anonymity as far as possible and be held under reserved business, unless express permission given otherwise.

1. It shall be made clear that the complainant is able to attend the committee meeting if they so choose, including the item in question even if held under reserved business.

* They should be made aware that by being present for the item, if held under reserved business, will be implicitly waiving their anonymity.
* The outcome of the meeting will be communicated to the complainant by the Point of Contact as soon as possible, and no more than one week later.
* If the complainant is not satisfied by the outcome, they should be referred to the Senior Member.

Track B(i): The complaint is not regarding a specific individual(s) in connection with the society

* The Exec shall discuss the complaint no more than two weeks of full term after it is brought to their attention.
* The Point of Contact shall communicate the outcome to the complainant no more than one week later.
* If the complainant is not satisfied, they will be given the option of raising the complaint at a committee meeting following the same procedure as that outlined in Track A; if they do not wish to take this option, they will be referred to the senior member.
* If the complainant is not satisfied by the outcome of the subsequent committee meeting, they should be referred to the Senior Member.

Track B(ii): The complaint is regarding a specific individual(s) in connection with the society.

* The Point of Contact will make it clear that the committee is unable to take permanent direct action against specific individual(s) without consulting the senior member, though, depending on the urgency of the complaint, may take action before consulting the senior member for approval.
* With express permission from the complainant, the Point of Contact shall alert the exec that the next email to be sent to the full mailing list should include a reminder about the Inclusivity Policy and University Codes of Conduct, and a link to a copy of the aforementioned policies and codes. With further explicit permission of the complainant, the email may include a reference to (a) specific section(s) of the inclusivity policy or the University Codes of Conduct.
* The exec shall alert the Senior Member that a complaint has been made, but without specific details.
* The Point of Contact should refer the complainant to welfare contact at their college/university if applicable.
* Encourage complainant to contact senior member.