

Certification Officer: Complaint Form

We need the information requested on this form to help the Certification Officer progress your complaint as speedily and effectively as possible. It may take longer to consider your complaint if you do not provide all of the information requested.

The Certification Officer may refuse to accept your complaint if you have not tried to resolve your complaint by the use of any internal complaints procedure of the union or other means if there is no complaints procedure.

There is a time limit for you to make most complaints. Details of these time limits are set out in paragraph 3 of the [guidance](#). You can also contact us by e-mail or telephone if you have any further questions. Our contact details are, e-mail: info@certoffice.org, Tel: 0330 109 3602.

Your Details

Name:

Contact Number:

E-Mail:

Name of Union you are complaining about:

Are you currently a member of this Union?

Yes No

Were you a member at the time of the events complained about?

Yes No

What is/was your union membership number?

What is the name of your Branch /Section?

General Data Protection Regulations

[Schedule 11\(3\) of the Data Protection Act 2018 \("DPA 2018"\)](#) contains an exemption in respect of judicial proceedings. The Certification Officer acts in a judicial capacity when determining complaints. If your complaint is accepted by the Certification Officer DPA 2018 / UK GDPR provisions will not apply to personal data processed by this office. For details of the standards we follow when processing your data please refer to the Certification Officer's [privacy policy](#).

Your Complaints

Complete Part A for a complaint about a breach of Union rules and Part B for a complaint about a breach of the 1992 Act. If you have more than one complaint, you must complete a separate application form for each breach.

Breach of Rule complaint

Part A

1. The Certification Officer's powers are limited to the following four areas'. Please state which area your complaint relates to.
 - a) the appointment or election of a person to, or the removal of a person from, any office
 - b) disciplinary proceedings by the union (including expulsion)
 - c) the balloting of members on any issue other than industrial action
 - d) the constitution or proceedings of any executive committee or of any decision making meeting
2. Please state the exact rule number breached
3. Name of the document this rule is written in – Please attach a copy of the document to your covering e-mail
4. Date the rule was breached
5. Explain how the Union breached the Rule (250 word limit).

6. Have you tried to resolve your complaint with the Union?
- Yes No
7. If yes, on what date(s) did you complain? You must provide supporting evidence.
8. How did you complain? Has there been an outcome? If so, what? (100 word limit)
9. If not, when do you expect an outcome?

Your Final Check

Please re-read the form in conjunction with the [guidance](#) and check that you have correctly entered all the relevant information.

If applicable, check you have attached a copy of the Union rules you allege have been breached and evidence that you have tried to resolve your complaint(s) with union.

Now return this form with all your supporting documents to: info@certoffice.org

4. Have you tried to resolve your complaint with the Union?

Yes No

5. If yes, on what date(s) did you complain? You must provide supporting evidence.

6. How did you complain? Has there been an outcome? If so, what? (100 word limit)

7. If not, when do you expect an outcome?

Your Final Check

Please re-read the form in conjunction with the [guidance](#) and check that you have correctly entered all the relevant information.

If applicable, check have you attached a copy of the Union rules you allege have been breached and evidence that you have tried to resolve your complaint(s) with union?

Now return this form with all your supporting documents to: info@certoffice.org