



Reading Document

Annual General Meeting 2014

Aberdeen University Students' Association
6pm on Tuesday 25th February 2014 in Arts Lecture Theatre
Chair: Hannah Smith

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Minutes from AGM 2013



Aberdeen University Students' Association
Annual General Meeting 2013
1800 19th February 2013

Arts Lecture Theatre

Present: 370 ordinary members

In Attendance: Bryan Snelling AUSA General Manager & Trish Burnett Representation & Democracy Co-ordinator

Student President explained to Council that the Chair for this meeting was unable to attend due to ill health therefore schedule 9 paragraph 2.9 of the constitution was enacted.

Johan Kangasniemi was elected from the AGM floor to take the position of Chair

Chair: Johan Kangasniemi

1. Welcome from the Chair

Johan Kangasniemi thanked all for their attendance

There then was a challenge to the agenda with procedural motion 5.2d proposed by Jamie Douglas this was seconded by Xander Brouwer

There then followed a speech against the procedural motion

Vote: Majority approved items 2a-d be moved to after item 6 on agenda

3. Items for Discussion

- a) Centre for Lifelong Learning – proposed by Anne-Claire Deseilligny (Student President) seconded by Josefine Bjorkqvist (President Education)
There was a speech in favour from Gordon Maloney (President Welfare & Equal Opps)
No speech against the motion
Vote: motion passes with majority votes

- b) Starbucks is Coming to Campus
Proposer Joanna Wilson (Environment & Ethics officer) seconded by Josefine Bjorkqvist
There was a speech in favour of the motion from Joanna Wilson
There was a speech against the motion from Mathew Wilkins (ordinary member)
There was a speech in favour by Josefine Bjorkqvist
There was a speech against the motion from Dan McCroskrie (ordinary member)
Vote: For: 167 Against: 119 Abstain: 47
Motion passes

4 Constitutional Matters

- a) Community and Charities Remit proposer Emily Beever (VP Charities) seconder being Matt Fortune (ordinary member)
Emily Beever then gave a presentation on the motion
An amendment was proposed by Lulu Bates (Ents Officer) to this document
Speech against the amendment was made by Johanna Wallin (VP Sport)
There then followed a vote on the amendment
Vote: Against: overwhelming majority - Amendment falls
Vote for adopting this constitutional item
Vote: For: overwhelming majority - Motion passes

- b) Formation of a Student Activities Committee proposed by Joseph Heskett (ordinary member) and seconded by James Valentine (ordinary member)
There was a speech for the motion by Joseph Heskett
There then followed a short question and answer session on this item
No speech against the motion was made
Vote: For: overwhelming majority - Motion passes

- c) Foresterhill Students' Representative
Proposed by Emma Grey seconded by Josefine Bjorkqvist – Paul Bond (ordinary member) gave a speech for the motion
An amendment was proposed by Robert Henthorn (ordinary member)
There then followed a speech against the amendment by Josefine Bjorkqvist
Vote: for 80 against: 108 abstain 93 - Amendment falls
Mark McInerney (ordinary member FH) gave a speech against the motion

John Mitchell (ordinary member FH) gave a speech for the motion
Marc McCorkell (Sports) gave a speech against the motion
Vote : overwhelming majority- Motion falls

d) Environment and Ethics Sabbatical Officer
Proposed by Gordon Maloney seconded by Joanna Wilson.
Gordon Maloney gave a speech for the motion
There then followed a speech against by Mathew Wilkins (ordinary member)
Arttu Narhi (ordinary member) gave a speech for the motion
Anne-Claire Deseilligny gave a speech against the motion
Gordon Maloney gave a speech for the motion
Dan McCroskrie gave a speech against the motion
For item to pass 214 votes in favour required (2/3 majority)
Vote: For: 232 - Motion passes

e) Disciplinary and Complaints Procedure Motion
Proposed by Patrick Rochford and seconded by Dan McCroskrie
Patrick Rochford gave a speech for the motion
No speech against the motion was made
There then followed a brief answer and question session on the motion
For item to pass 214 votes in favour required (2/3 majority)
Vote: For 167 - Motion falls

Point of order quorum count required – updated 2/3 majority to 171 votes

f) Constitutional Amendments
Proposer Josefina Bjorkqvist and seconder is Joanna Wilson
Joanna Wilson gave a speech for the motion
No speech against the motion was made
Request to vote on these items on parts by Dan McCroskrie
Chair asked how many would support motion on parts - request falls
For item to pass 171 votes in favour required (2/3 majority)
Vote: For 217 - Motion passes

2. Emergency Items for Discussion

Dan McCroskrie submitted this emergency motion which is seconded by Mark Sherer
Dan McCroskrie gave a speech on why the motion should be heard
Patrick Rochford gave a speech against the motion being heard
Vote: Against: overwhelming majority against, AGM decided not to hear emergency motion.

Quorum count was called for – Quorum Lost

3. AOCB

Elections - Nominations open 20/12/13 information on these at website www.ausa.org.uk

The items below were not heard due to AGM not being quorate, meeting finished at 2000 hours.

2 Items for approval

a) Approval of Minutes of last AGM, 20th February 2012

b) Approval of Trustee Board Minutes

c) Executive Committee Report

d) Financial Reports

University of Aberdeen: Divest from Fossil Fuels

Proposer: AUSA Executive Committee

Seconded:

AGM Notes

1. That AUSA runs several projects aimed at improving sustainability amongst the university community and has campaigned on climate change for years to create a safe future for current and future generations.
2. That, as recently outlined by the IPCC's 5th Assessment Report, global warming is unequivocal and the dominant cause of change is anthropogenic, and therefore a call for an absolute upper limit on greenhouse gas emissions is in order to ensure a safe and stable future for the economy, the planet and all people on it.
3. That People & Planet, in partnership with 350.org and others, has launched a Fossil Free UK campaign, calling on education institutions to divest from fossil fuels and sever their links with this industry.
4. That the University has approximately 50 million of endowments (pension funds, tuition fees, donations etc.) invested in an equity fund
5. That the University's institutional mission includes "to be recognised throughout the world as a renowned international university focussing on society's future needs and challenges".¹
6. That the University in its strategic plan states "We are committed to the twin principles of sustainability and social responsibility as foundations for all our activities."²
7. That the University has an ethical investment policy which screens out investments in the tobacco industry, unconventional weapons and any businesses that violate the 10 underlying principles of the UN Global Compact.
8. That the Smith School of Enterprise and the Environment of the University of Oxford have described the rapidly growing global fossil fuel divestment movement as 'the most far-reaching threat to fossil fuel companies'.³
9. That Universities divesting from South Africa were instrumental in ending apartheid. That the known fossil fuel reserves are well in excess of the amount of carbon that can be safely burned to have a chance of staying below 2 degrees Celsius of global warming.
10. That Carbon Tracker's "Unburnable Carbon 2013" report, co-authored with LSE's Grantham Research Institute, highlights the overvaluation of fossil fuel reserves and the huge long-term financial risks of investing in fossil fuels.
11. That nine higher education institutions in the United States, in addition to twenty-two cities, two counties, various investment banks and pension funds, and numerous faith groups have already committed to divesting from fossil fuels for both moral and financial reasons.

1. http://www.abdn.ac.uk/about/documents/SSR_Strategy_13-17.pdf

2. <http://www.abdn.ac.uk/documents/strategic-plan-2011-2015.pdf>

3. <http://www.smithschool.ox.ac.uk/research/stranded-assets/SAP-divestment-report-final.pdf>

AGM Believes

1. That the fossil fuel industry, by extracting, processing, promoting and facilitating the use of, sale of and profit from fossil fuels, as well as by having a major influence on government policy, is complicit in causing global climate change and its catastrophic impacts.
2. That the University, through its financial support of the fossil fuel industry, is in direct contradiction of its commitment to its institutional mission and strategic plan.
3. That the University should exercise its social responsibility towards current and future generations by divesting from fossil fuels. That the known fossil fuel reserves are well in excess of the amount of carbon that can be safely burned to have a chance of staying below 2 degrees Celsius of global warming.
4. That Carbon Tracker's "Unburnable Carbon 2013" report, co-authored with LSE's Grantham Research Institute, highlights the overvaluation of fossil fuel reserves and the huge long-term financial risks of investing in fossil fuels.
5. That nine higher education institutions in the United States, in addition to twenty-two cities, two counties, various investment banks and pension funds, and numerous faith groups have already committed to divesting from fossil fuels for both moral and financial reasons.

AGM Resolves

1. To publicly support the Fossil Free UK campaign.
2. To mandate the President for Environment & Ethics to lobby the university to divest from fossil fuels
3. To mandate AUSA to lobby the university to stop giving honorary degrees to CEOs of fossil fuel companies
4. To collaborate with People & Planet on its Fossil Free divestment campaign.

AUSA Charities to Aberdeen University RAG

Proposer: Emily Beever

Seconder: Jenny Waters

AGM Notes

1. The charity Aberdeen Students' Charities Campaign is in the process of dissolution due to the out of date constitution and as such we cannot work under this name any longer.
2. The vast majority of fundraising bodies within Students' Unions and Associations across the UK are known as RAGs (Raising and Giving).
3. RAG is a fairly well-known term amongst university students.

AGM Believes

1. Marketing ourselves as a RAG will increase participation through instant recognition.
2. A new brand will energise the Campaign and help in attracting more students to our events thus raising more money for local causes.
3. RAG stands for 'raising and giving' which best explains the current activities of the Campaign.

AGM Resolves

1. To change all references to Aberdeen Students' Charities Campaign within the Constitution to Aberdeen University RAG.
2. To mandate the President for Charities and Community to launch Aberdeen University RAG during Freshers' Week 2014 with a new logo and branding.

Expanding Peer Assisted Learning (PALS)

Proposer: Ahmed Ezzat (Foresterhill Convenor)

Secunder: Rob Henthorn (President for Education and Employability)

AGM Notes

1. In Aberdeen University's School of Medicine, the Peer Assisted Learning
2. Scheme (PALS) has been piloted over the past academic year. (*See document attached for a full explanation of that pilot.*)
3. That the PALS pilot has received enthusiastically positive feedback from students in the School of Medicine, with the vast majority of respondents agreeing or strongly agreeing that they benefitted from participation in the scheme and that peer assisted learning should be embedded into their degree programme. (*See document attached for full breakdown of feedback on the PALS pilot in Medicine.*)
4. That other universities in Scotland and the UK have peer learning schemes
5. within specific departments such as medicine, but that few university-wide peer learning schemes exist, and those that do rarely involve the support and guidance of the students' union or association.
6. The University of Aberdeen already collaborates with the Students' Association
7. to run successful pastoral peer support schemes such as Students 4 Students, but that no academic equivalent yet exists in Aberdeen.

AGM Believes

1. That the feedback from participants on the PALS pilot demonstrates the
2. Effectiveness of the scheme, and the extent to which students would benefit directly from its extension across the university.
3. That student and staff teamwork in the teaching process is vital to creating a
4. strong and integrated academic community, where learning takes place as a collaborative exercise which enhances personal and professional development for students and staff.
5. Students should have the opportunity to embrace adult learning and ownership
6. over their own education, including the opportunity to collaborate with staff on the teaching process, teach fellow students under the guidance of staff, and develop their own teaching skills through peer assisted learning.
7. That, wherever possible, peer assisted learning opportunities should be
8. embedded into degree curriculums, and schemes developed in parallel with the curriculum.
9. That the Students' Association has a vital role to play in the development of
10. PALS as it is rolled out across the university, facilitating the implementation of the scheme and guiding its development in partnership with the university to ensure quality is maintained.

AGM Resolves

1. To back PALS as a Students' Association project, and work with the university at an institution-wide and school level to roll out peer learning opportunities across all degree programmes, establishing Aberdeen University as a pioneering institution in

peer learning and cementing the Students' Association's role in supporting peer learning.

2. To convene a PALS Steering Group comprising the PALS founders from the school of medicine, the Vice Principal for Learning and Teaching, the Directors of Teaching and Learning for the 3 undergraduate colleges, representatives from the AUSA Education Committee including the President for Education and Employability, and other key university staff to oversee the piloting and implementation of PALS in departments across the university. Membership and remit of the Steering Group will be reviewed at each stage of PALS implementation.
3. That the Education Committee should oversee PALS training, including Train the Trainer sessions and other 'learning to teach' opportunities to ensure and enhance the quality of provision students receive.
4. To run a review process of PALS in the schools where it is implemented within the first year of its operation, and report back to AGM 2015 on the progress of the scheme.
5. To include in the forthcoming officer role review, specific consideration for the representational needs of Foresterhill students, and a full assessment of the prospect of introducing a sabbatical role focused on the Foresterhill campus.

FORESTERHILL COMMITTEE RESTRUCTURE

Proposer: Ahmed Ezzat (Foresterhill Convenor)

Seconded: Rob Henthorn (President for Education and Employability)

AGM Notes

1. There are approximately 3500 students in the college of life sciences and medicine; many of whom will either study at the Foresterhill campus or will do so throughout a period of their degree. This number is likely to be increased with the introduction of the new Rowett building. Research facilities on the Foresterhill campus also attract high numbers of post graduate students.
2. There is a single part time executive officer to represent the entire campus and all of its students.
3. The NSS and Institutional Survey data taken last year found that only 50% of those studying medicine and 44% of those studying dentistry were happy with their student's association.

AGM Believes

1. There is inadequate student representation for the significant proportion of students on the Foresterhill campus.
2. The knowledge and awareness of the services and opportunities provided by the Student's Association is very poor due to lack of communication.
3. The Student's Association does not fully engage with students on the Foresterhill campus resulting in a loss of involvement from students.
4. A part time executive position is insufficient to provide representation for the entirety of the Foresterhill Campus and all of its students.
5. There are many areas in need of improvement which go unchallenged due to this lack of representation, such as quality and maintenance of teaching facilities.
6. Many of the students are not aware of where they can access information, assistance and advice. There is no place on the Foresterhill campus where people can visit and express their concerns to the Student's Association. Travelling to King's campus is not an option for many as the practical nature of the courses undertaken on the Foresterhill campus can require a 9-5 presence at said campus.

AGM Resolves

1. To pass the redraft the Foresterhill Convenor has already put in place, by including the following in AUSA's Procedures and Bylaws:

Membership:

Foresterhill Student President (Convenor), Deputy Foresterhill Student President (to be chosen via internal Foresterhill Committee elections), 3 School Convenors: School of Medical Sciences, School of Medicine and School of Dentistry.

In attendance: School of Biological Sciences, School of Psychology, AUSA affiliated Foresterhill societies, Class representatives, Postgraduate representatives
Where ever is appropriate respective sabbatical officers will be invited.

Eligibility

(5) Ordinary members elected from and by students studying at Foresterhill

Remit

Foresterhill student president (FP) shall be the first point of contact between the Foresterhill committee and the executive committee. DFP shall assume FP remit in their absence. FP and DFP shall ensure FH representation is cohesive and consistent. To do this FP and DFP will partner with FH based school convenors to convey information effectively.

Ad hoc working groups will be formed at the start of the FP term in office. The working groups will rely on FH based class representatives to volunteer. FP will be responsible for the sustainability and maintenance of such working groups and will act as chair or assign a member of the FH committee on their behalf.

The Foresterhill Committee is responsible for protecting and promoting the concerns, interests and activities of students using the Foresterhill Campus. In continuation with this belief, FH committee will have a duty towards academic, social and mental health aspects of student life, hence will promote a cohesive all inclusive student community. This will be achieved in part by the FP applying for the FC budget from the Campaign Budget overseen by the executive committee.

The Foresterhill Committee shall be responsible for the dissemination of all information on matters relating to Foresterhill students. It shall be responsible for developing Association policy by the council and executive Committee. The Foresterhill Committee is responsible to the Trustee Board via the Executive Committee.

2. To mandate the Student President and President for Education to lobby the University for an Academic Senate place to be occupied by the Foresterhill President.

Sports Union Committee Roles

Proposer: Marc McCorkell

Secunder: Anna Gorzkowska

AGM Notes:

1. That the current ordinary member structure of the Sports Union Committee is not the ideal way to run a successful committee.
2. At most other UK Institutions Sports Union or Athletics Associations elect students on their committees into various roles.
3. At the University of Aberdeen all committee members apart from the Vice Presidents are designated ordinary members.

AGM Believes:

1. That elected student volunteers into specific roles on the Sports Union is more advantageous than having a series of ordinary members.
2. Having specific roles makes the division of tasks and projects easier and aides in the efficient running of the committee.
3. Students running for specific positions on the committee will be able to put forward own ideas on the roles and their own manifestos.

AGM resolves:

1. To adopt the attached appendix of roles into the AUSA Constitution and for election of the roles to be held in the next standing committee election cycle.

Appendix One

3 THE SPORTS UNION COMMITTEE

3.1 Membership

President for Sports (Convenor); Student President; two Vice Presidents Sport; Blues Secretary; Alumni Convenor; Fundraising Convenor; Health & Fitness Convenor; Publicity Convenor; Event and Social Convenor; Travel Convenor; Welfare Convenor; First Year member.

3.2 Remit

The Sports Union Committee shall be responsible for the administration of the Sports Union, which includes, but does not limit to, the promotion of athletic and recreational activities, the affiliation of sports clubs, the disbursement of funds to sports clubs, the awards of blues in recognition of achievement and the health & safety of these activities. The Sports Union Committee is responsible to the Trustee Board via the Executive Committee.

APPENDIX TWO

ABERDEEN UNIVERSITY SPORTS UNION COMMITTEE ROLES DESCRIPTION

AUSA Sports Union Committee Members provide a vital role in the drive towards improving and strengthening sport and physical activity at the University of Aberdeen.

Members of the Committee are expected to adhere to the following:

- Commit to attending Committee meetings (1 per month).
- Comply with the AUSA Constitution and Equality and Diversity policy.
- Work together with the Aberdeen Sports Village Staff and The University Sport and Exercise Team to identify and agree annual objectives.
- Carry out work generated by the committee position they hold.
- Keep in regular communication with the President for Sport and other relevant parties as appropriate.
- As a representative of Aberdeen University Students Association and the University of Aberdeen act in a manner befitting this role at all times.

President

- Full time sabbatical position – 38 hours per week
- Oversees the general day to day running of the Sports Union
- Ensures a strong representation of student sport at Aberdeen
- Actively involved in the planning, development and delivery of all sport & physical activity.
- Represents AUSA on all relevant University and Community Sport committees.
- Represents the University to the wider sporting community across Scotland and the UK

Vice President (Exec)

- Represents the Sports Union in the absence of the President
- Represents Sport on the AUSA Executive Committee and Student Council
- Provides assistance to the President in the day to day running of the organisation
- Provides support and assistance to committee members
- Assists the distribution of the Association's Annual grant to all affiliated clubs
- Works closely with the Sports Administrator, Finance Committee and Club Treasurers

Blues Secretary

- Convenes and gives notice of all Blues Committee meetings, and ensures minutes are recorded and distributed accordingly
- Supports with the planning and delivery of Annual Awards Dinner
- Gives notice to the membership of all General Meetings and Elections
- Oversees the administration of the Blues Committee and ratifying of individual awards

Vice President- Physical Activity

- Liaises with the Sports president in the delivery of Physical Activity across the University
- Supports with the planning and delivery of Annual Blues Awards Dinner in conjunction with the Blues Secretary
- Works closely with the Sport Development Manager in the planning and development of sport provision.

Alumni Convenor

- Represents the Committee on the Alumni Working Group.
- Assists with developing and maintaining the Sport Alumni Network and links.
- Acts as point of contact for all alumni related events, including club organised events and Sport's Union events

Fundraising Convenor

- Assists in the organisation of all fundraising events during the year
- Presents a programme of events to the committee at the start of each academic term
- Ensures the committee promotes and supports the Charities Campaign on an annual basis

Health & Fitness Convenor

- Liaises with the Sport and Exercise Team and ASV, regarding class programmes and campaigns
- Provides student representation in the planning and development of Health and Physical Activity
- Supports the monitoring and reviewing of the Aberdeen Sports Village

Publicity Convenor

- Assists in publicising all Sports Union events
- Sits on the AUSA Marketing Committee
- Collates and submits publicity articles to university and external publications & organisations
- Works closely with AUSA Marketing Staff on raising the profile of Sport at the University

Event and Social Convenors

- Assist in organising all Sports Union events
- Alongside the President VPs form part of the Events Team
- Meet on a monthly basis to discuss development and progression of event projects and updates

Travel Convenor

- Works closely with the Sports Administrator in providing student feedback on minibus usage and bookings
- Assists the President for Sport in the review of the minibus system with regard to pricing and management.

Welfare Convenor

- Provides support alongside the VP Physical Activity in the planning and delivery of welfare associated events and initiatives
- Sits on the Healthy Body Health Mind award working group.
- Works closely with Sport & Exercise in raising the awareness of the benefits of leading an active and healthy lifestyle to the University community

First Year Member

- Provides support in the planning and delivery of events and initiatives
- Responsible for the administration and upkeep of First Year Feed back
- Works closely with Halls Representative in raising the awareness of Sport in the University community

Constitutional Amendment: A Shorter Constitution

Proposer: Executive Committee

AGM Notes

1. The Aberdeen University Students' Association Constitution is very lengthy in comparison with other Students' Associations and Students' Unions across the country.
2. Constitutional schedules can only be amended by a General Meeting, referendum or decision at Trustee Board.

AGM Believes

1. A shorter constitution would be easier to understand, and bring AUSA into line with practice in the rest of the sector.
2. It is not necessary for all elements of the existing constitution to remain within a constitutional document, especially those which Student Council could reasonably seek to amend rather than the processes outlined in Notes 2.
3. That a document of Procedures and Bylaws, which can be edited by Student Council, can replace the constitutional schedules which contain important procedures and rules for the organisation.

AGM Resolves

1. To amend the Aberdeen University Students' Association Constitution as follows:
 - a)REMOVE Schedules 6.3 through 6.16 inclusive. *(These list the membership and structure of standing committees.)*
 - b)REMOVE Schedule 8, "Students' Association Elections". *(This describes the elections rules.)*
 - c)REMOVE Schedule 9, "Standing Orders". *(This lists the rules which govern the procedure for AUSA meetings like AGM and Student Council.)*
 - d)REMOVE Schedule 11, "Provisions for the supply and purchase of alcohol".
 - e)REMOVE Appendix 1, "Students' Association Committee Structure".
2. To create a document entitled "Procedures and Bylaws", containing the existing contents of the schedules listed above, which can be amended by Students' Association Council. The Procedures and Bylaws will serve as the document of reference and guidance for the Students' Association on the matters which it contains.

Procedures and Bylaws

1. The Sports Union Committee

1.1 Membership

President for Sports (Convenor); Student President; two Vice Presidents Sport; Sports Union Treasurer; a Blues Secretary; and 12 ordinary members and 1 first-year member.

1.2 Remit

The Sports Union Committee shall be responsible for the administration of the Sports Union, which includes, but does not limit to, the promotion of athletic and recreational activities, the affiliation of sports clubs, the disbursement of funds to sports clubs, the awards of blues in recognition of achievement and the health & safety of these activities. The Sports Union Committee is responsible to the Trustee Board via the Executive Committee.

2. The Societies Union Committee

2.1 Membership

President for Societies & Student Activities (Convenor); Student President; two Vice Presidents Societies; and 14 ordinary members and 1 first-year member.

2.2 Remit

The Societies Union Committee shall be responsible for the administration of the Societies Union, which includes, but does not limit to, the promotion of society activities, the affiliation of societies, the disbursement of funds to societies, the awarding of society honours in recognition of achievement and the health & safety of these activities. The Societies Union Committee is responsible to the Trustee Board via the Executive Committee.

3. Student Activities Committee

3.1 Membership

3.2 Remit

4. The Education Committee

4.1 Membership

President for Education & Employability (Convenor); Student President; Vice President for Education, 13 School Convenors (School of Divinity, History and Philosophy, School of Education, School of Language & Literature, School of Law, School of Social Science, University of Aberdeen Business School, School of Biological Sciences, School of Medical Sciences, School of Medicine, School of Dentistry, School of Psychology, School of Engineering, School of Natural & Computing Sciences, School of Geosciences) 3 postgraduate members (College of

Comment [JK1]: Please note that Membership and Remit definitions w given by the proposers of this additio

Arts and Social Science, College of Life Sciences and Medicine, College of Physical Sciences); 1 postgraduate Research Student; 3 ordinary members and 1 first-year member.

4.2 Eligibility

The School Convenors shall be elected by and from their home constituency and can stand only if they belong to the school they are studying in. The Postgraduate members shall be elected in Semester one.

4.3 Remit

The Education Committee shall ensure appropriate representation of students with the University on all matters relating to academic affairs. It shall be responsible for electing from its members 11 students to the University Senate, including at least 1 postgraduate student. It shall be responsible for the dissemination of all information on matters relating to education. It shall be responsible for developing Association policy on education subject to the approval of Trustee Board. The Education Committee is responsible to the Trustee Board via the Executive Committee.

5. The Employability Committee

5.1 Membership

President for Education and Employability (Convenor); Student President; Vice-President for Employability; 14 Employability Officer (School of Divinity, History and Philosophy, Education Employability Officer, Employability Officer for Language & Literature, Employability Officer for Law, Employability Officer for Social Science, Business School Employability Officer, Employability Officer for Biological Sciences, Employability Officer for Medical Sciences, Employability Officer for Medicine, Employability Officer for Dentistry, Employability Officer for Psychology, Employability Officer for Engineering, Employability Officer for Natural & Computing Sciences, Employability Officer for Geosciences), 3 Postgraduate Employability Officers (College of Arts and Social Science, College of Life Sciences and Medicine, College of Physical Sciences); and 1 first-year member.

5.2 Eligibility

The Employability Officers shall be elected by and from their home constituency and can stand only if they belong to the school they are studying in. The Postgraduate Employability Officers shall be elected in Semester one.

5.3 In Attendance Membership

One representative from each of the following: Dirty Weekenders Committee, Gaudie Committee, ASR Committee, BookEnds committee, Charities committee, Societies Committee, Sport Committee, the Convenors of any liberation campaign, when appropriate.

5.4 Remit

The Employability Committee shall ensure appropriate representation of students with the University and Careers Service on all matters relating to employability awareness, promotion and projects relating to it. It shall be responsible for developing and overseeing the Volunteering service. It shall be responsible for the dissemination of all information on matters relating to employability. It shall be responsible for developing Association policy on employability subject to the

approval of Trustee Board. The Employability Committee is responsible to the Trustee Board via the Executive Committee.

6. The Welfare Committee

6.1 Membership

President for Welfare & Equal Opportunities (Convenor); Student President; Vice President Welfare; Vice President Equal Opportunities; 14 ordinary members; and 1 first-year member.

6.2 In Attendance Membership

The following will have “in attendance” status at Welfare Committee meetings: the Niteline Co-ordinator(s);

6.3 Remit

The Welfare Committee shall be responsible for promoting student welfare, advice and support. It will organise such events and promote services for the membership which standing policy and decisions require and will liaise with appropriate University and community services to achieve this. It shall also be responsible for developing welfare policy, subject to the approval of Council. The Welfare Committee is responsible to the Trustee Board via the Executive Committee.

7. Equal Opportunities Forums:

7.1 The Equal Opportunities Forums of the Association shall be:

- 7.1.1.1 For students who identify as women
- 7.1.1.2 For students who identify as being disabled
- 7.1.1.3 For students who identify as lesbian, gay, bisexual, trans* or queer
- 7.1.1.4 For students who identify as black or as an ethnic minority
- 7.1.1.5 For students who identify as coming from a lower socio-economic background
- 7.1.1.6 For international students
- 7.1.1.7 For students of faith
- 7.1.1.8 For mature students

7.2 Membership

7.2.1 See the individual constitutions for each of the Equal Opportunities Forums, their membership and method of election.

7.3 Remit

The Equal Opportunities forums shall be responsible for promoting equal rights opportunities and services for all students within the Association’s activities and for liaising with the University and outside bodies on matters of equal opportunities. They shall also be responsible for developing Equal Opportunities policy. The Equal Opportunities Forums are responsible to the Trustee Board via the Executive Committee.

8. The Charities Campaign Committee

8.1 Membership

Comment [JCK2]: This role is not referred to anywhere else in the constitution and there are no instructions on how they are elected/appointed.

President for Community and Charities (Convenor); Vice-President for Charities, 1 first-year member, 1 Foresterhill member, 1 Torcher Convenor, 1 RAG Convenor, 1 Sponsorship Officer, 1 Communications and Marketing Officer, 1 Student Show Representative, 1 Media Relations Officer, 1 Events Logistics Officer, 1 External Events Co-Ordinator, 2 Ordinary Members.

8.2 Remit

The Charities Committee shall be responsible for the promotion and running of charitable events with the aim to raise monies for disbursement to local, national, and international charities and non-profit organizations. The Charities Committee will, along with the Community Committee, vote on the charities to which they will disburse. The Charities Committee is responsible to the Trustee Board via the Executive Committee.

9. The Community Committee

9.1 Membership

President for Community and Charities (Convenor); Vice-President for Community, 1 Foresterhill member, 1 Volunteering Representative, 1 Non-EU International Student, 3 Halls Representatives (one from each of the following: Hillhead, Campus, City Centre), 1 BookEnds Representative, 1 Schools Outreach Co-Ordinator, 2 Ordinary Members.

9.2 Eligibility

The Halls Representatives shall be elected by and from halls in which they currently reside.

9.3 Remit

The Community Committee is responsible for promoting volunteering and community engagement amongst the student body and the wider community. It shall be responsible for developing and overseeing school outreach projects and support system for students living in Halls of Residence.

- 9.3.1 The Halls Representatives will organise events and establish a strong student community in halls.
- 9.3.2 The Volunteering Representative will work with relevant staff and President for Community to improve and promote volunteering opportunities.
- 9.3.3 The Foresterhill member will research how AUSA can better represent and support students studying in Foresterhill.
- 9.3.4 The Schools Outreach Co-Ordinator will promote the relationship between AUSA and local schools, both primary and secondary, with the aim to widen access to education and encourage a close relationship between students and the young people of Aberdeen and Aberdeenshire.
- 9.3.5 The Community Committee will, along with the Charities Committee, vote on the charities to which they will disburse.
- 9.3.6 The Community Committee is responsible to the Trustee Board via the Executive Committee.

10. The Environment & Ethics Committee

10.1 Membership

President for Environment and Ethics (Convenor); Vice President for Environment & Ethics, Student President; Fairtrade Rep; Ethics Rep; E&E Projects Rep; 11 Ordinary Members; and 1 first-year member

10.2 In Attendance Membership

The following will be invited to attend the Environment & Ethics Committee meetings: One representative from each University department - the Environment office and Campus Services, Student Organic Vegetable Garden (SOVG) Co-ordinator, vegbag Co-operative Co-ordinator, Wildlife Garden Co-ordinator and Shared Planet president

10.3 Remit

10.3.1 The Environment & Ethics Committee shall be responsible for promoting and investigating student related environmental and ethical concerns. It will organise events and raise awareness of such concerns, and will liaise with appropriate University and community services to achieve this.

10.3.2 It shall be responsible for developing and overseeing of student-run environmental activities - Student Organic Vegetable Garden (SOVG), vegbag Co-operative scheme and AUSA Wildlife Garden. It shall also be responsible for developing Environment & Ethics Policy, subject to the approval of Trustee Board.

10.3.3 The Environment & Ethics Committee is responsible to the Trustee Board via the Executive Committee.

11. The Foresterhill Committee

11.1 Membership

Foresterhill Convenor (Convenor); Student President; 10 ordinary members elected from and by students studying at Foresterhill and one first year member

11.2 Remit

The Foresterhill Committee is responsible for protecting and promoting the concerns, interests and activities of students using the Foresterhill Campus. The Foresterhill Committee is responsible to the Trustee Board via the Executive Committee.

12. The Communications & Marketing Committee

12.1 Membership

President for Sport (Convenor); Student President plus one member elected from and by each Standing Committee, excluding the Finance, Elections and Staffing Committees.

12.2 Remit

The Communications & Marketing Committee will devise and make recommendations on the communications strategy and the marketing strategy for the Association. It shall be responsible for developing both the communications

and marketing policies of the Association subject to the approval of Trustee Board. The Communications & Marketing Committee is responsible to the Trustee Board via the Executive Committee.

13. The Nominations Committee

See Schedule 3, Clauses 2.1 and 4.

14. The Elections Committee

14.1 Membership

1 Trustee elected by and from the Trustee Board (Convener), 3 Members elected by and from SA Council

14.2 In attendance membership:

AUSA General Manager or AUSA Staff member appointed by the General Manager

14.3 Membership Rules

No member of the Elections Committee may be nominated to stand for a position in the elections to which they would be a member of the Elections Committee, unless they have resigned from the Elections Committee before nominations close for the said elections. Where a member of the Elections Committee resigns then another member, elected by and from Council, may take their place.

In the event of a resignation from Elections Committee co-option to this committee of a replacement from SA Council can be undertaken by the Returning Officer.

14.4 Remit

The Elections Committee will carry out all duties as specified under Bylaw 2, relating to the Procedures for Association elections. The Elections Committee is responsible to the Trustee Board via the Executive Committee.

Bylaw 2: STUDENTS' ASSOCIATION ELECTIONS

1 General

- 1.1 Appointment to all non-staff positions within the Students' Association and all of its affiliated groups shall be by election unless explicitly stated elsewhere in the constitution or set of regulations.
- 1.2 All Executive Committee, Standing Committee and NUS UK and Scotland Conference delegate elections shall be conducted by secret ballot using Single Transferable Vote (STV) as laid out by the Electoral Reform Society.
- 1.3 All NUS UK and Scotland liberation conference delegates shall be elected by a simple majority at a meeting called for that purpose by and from those students who self-define in attendance at the meeting.

2 Returning Officer

- 2.1 In any election there shall be a Returning Officer, appointed by the Trustee Board in consultation with the University in terms of Section 22 of the Education Act 1994, who is responsible for overseeing the efficient, fair and correct running of the election and for verifying the outcome of the election. The Returning Officer's decision shall be final.
- 2.2 The Returning Officer, and any member of the Elections Committee, shall not be a candidate or an open supporter of any candidate.
- 2.3 A Returning Officer's duties include those of administering referenda under Schedule 12.

3 Eligibility

- 3.1 Only Ordinary Members of the Association are eligible to stand in any election.
- 3.2 Only Ordinary Members of the Association may vote in any election.
- 3.3 Further limits on eligibility may be laid out in the constitution of the individual group.

4 Notification

- 4.1 Except as provided elsewhere in the Association's Constitution, the Association's Regulations or the Constitution of an individual group, AUSA shall give at least 20 calendar days notification of poll to the electorate.
- 4.2 Notification of Poll shall include: the positions available, the timetable of elections, details of the elections committee and contact details for the Returning Officer.

5 Timetable for Nominations

- 5.1 There shall be a period of open nominations during which nominations may be submitted to AUSA.
- 5.2 Nominations shall close at a pre-arranged time, which is advertised to the electorate and prospective candidates.
- 5.3 AUSA shall ensure that nominations are open for a length of time that is no less than 5 calendar days, to allow a fair opportunity for all prospective candidates.

6 Nominations

- 6.1 All nominations must include:
 - The name, matriculation number and signature of the candidate;
 - Any other information as laid out in the Students' Association Constitution, Students' Association Regulations or the constitution of any individual group.
- 6.2 For Executive Committee nominations there must also be, in addition to 5.1 above, at least 30 other Ordinary Members, each stating their name, matriculation number and signature.
- 6.3 For Standing Committee nominations, there must also be, in addition to 5.1 above, at least 10 other Ordinary members each stating their name, matriculation number and signature.
- 6.4 Nominations will be spot-checked and will be deemed valid or not by AUSA.
- 6.5 No nomination may be accepted after the Close of Nominations.

7 Conduct in Elections

- 7.1 Candidates may criticise only the policies of another candidate that have appeared in the campaign, but not the persona of another candidate.
- 7.2 During the nominations open period, face-to-face canvassing of students is allowed but the use of campaign materials (i.e. literature, advertising, electronic communications etc) is not.
- 7.3 Candidates shall in no way attempt to undermine the fair and democratic running of the election.
- 7.4 Candidates shall be responsible for the conduct of those campaigning on their behalf.

8 Candidate Guidance Notes

- 8.1 There shall be candidate guidance notes in a manner determined by the Elections Committee.
- 8.2 The candidate guidance notes shall include written documentation detailing the election rules, information relating to the structure of the Association and each

position being elected and any further information deemed necessary by the Elections Committee.

- 8.3 Executive Committee officers, where deemed necessary by the Elections Committee, will be available in order to answer questions and provide information.

9 Publicity and Reporting

- 9.1 The Elections Committee must approve all candidates' publicity before it is used in the election. This includes the wording of all email correspondence.

- 9.2 All publicity promoting the opening of nominations and further information pertinent to the running of the elections is the responsibility of the Elections Committee.

- 9.3 The Elections Committee will not approve candidate's publicity that directly, or indirectly, criticises the persona of any other candidate.

- 9.4 Only personal online communication or social media sites may be used by candidates in order to promote their election campaigns. All online campaign activity must adhere to the principles outlined under 'Conduct in Elections'. (Clause 14 of this schedule)

- 9.5 Candidates may not use society, sports club, commercial, or group email lists or social media sites to refer to individual candidates or their policies. Candidates should make every attempt to ensure emails are not sent out on their behalf by these groups, as disciplinary actions may be instigated against them. Neither may these groups, clubs or societies actively endorse any candidate.

- 9.6 The Elections Committee may publicise elections by electronic means.

- 9.7 Candidates manifestos will be made available on the Association's website.

- 9.8 A link to one website or social media site produced by each candidate will be made available on the AUSA's elections website.

- 9.9 Any affiliated body or bodies receiving a budget from AUSA who wish to report on the cross-campus election must submit their articles to the Elections Committee before publication, to ensure that their content does not contravene election rules. They must be published with the exact wording as approved by the Elections Committee.

- 9.10 All reporting and publicity for cross-campus elections must endeavour to give equal coverage and representation to all candidates.

10 Candidates' Campaign Publicity and Reporting

- 10.1 All candidate publicity and sundries should only be requisitioned at approved outlets.

- 10.2 The Elections Committee shall source approved outlets annually and shall make the contact details known to all candidates prior to the start of campaigning.

- 10.3 Each candidate shall be given a budget for publicity and sundries, the amount of which shall be determined annually by the Elections Committee.
- 10.4 Candidate's publicity and sundries expenditure must not exceed the given budgets.
- 10.5 Candidates failing to hand in their expenses sheet within 7 calendar days after the close of voting will be disciplined.
- 10.6 The only name that candidate's publicity may mention is that of the candidate, unless approved by the Elections Committee.
- 10.7 Canvassing or campaigning of any variety before the campaigning period opens will not be permitted, unless as outlined elsewhere in this schedule (for example, face-to-face canvassing is permitted during the nominations period).
- 10.8 Canvassing, campaigning or any publicity is not allowed inside University buildings except for 'lecture shouts'.
- 10.9 The inside of any AUSA building or office may be used for canvassing and campaigning, as stipulated in conditions outlined by Elections Committee each year.

11 Hustings

- 11.1 There shall be Hustings arranged by AUSA for the Executive Committee elections.
- 11.2 At Hustings, the chair shall be a member of the Elections Committee.
- 11.3 At Hustings, each candidate shall be entitled to speak for an allotted time, with the order of speakers decided by ballot.
- 11.4 All questions should be addressed through the chair and must be directed to all candidates standing in that position.
- 11.5 The times and venues of Hustings shall be publicised by Elections Committee.
- 11.6 All candidates must attend or send written apologies to the Elections Committee for each Hustings where they are due to speak.

12 Voting

12.1 For all online elections the following will be posted onto the AUSA website at least 3 calendar days before the commencement of voting:

- Official notification of voting times
- Official list of candidates and their nominated post
- A description of each post
- The Manifesto of each candidate, where submitted and a link to one social media or other website.

12.2 All students will be e-mailed announcing the dates and times of the online elections. Such communication will also provide a link to the AUSA website for further information.

12.3 Where the Elections Committee prescribes an election to be held using the Online Voting System, paper ballots will not normally be allowed, so as to ensure double voting does not occur. Only in exceptional circumstances where a student does not have access to, or is unable to use, the internet, may the Returning Officer, at her or his sole discretion, allow a paper ballot, accompanied by evidence of identification, to be cast in an Online Election. Any such paper ballot shall be opened by the Returning Officer and entered into the voting software before counting commences for the post concerned.

12.4 All votes cast online will be recorded and processed anonymously. The Returning Officer will have the power to know who has cast a vote but not the content of that vote. The personal details of those who have voted will be covered by the University's Notification under the Data Protection Act; not disclosed to any third party/ies, and physically deleted once the relevant election result is no longer open to challenge.

12.5 A voter may vote at any computer with internet access upon input of their University of Aberdeen user id and password. This will act as their unique access code to vote.

12.6 Only those matriculated students who have a User ID and password provided by the University of Aberdeen's Directorate of Information Technology will be eligible to vote online. Students will be ineligible to vote if their User ID has been invalidated by the university.

12.7 AUSA will provide, for each Online Election, computers where voters will be able to cast their votes and gain help where necessary with the support of AUSA staff.

12.8 No candidate or supporter may provide assistance to or influence a student in the process of voting.

12.9 Once a vote is cast for a position in a ballot then voters will be unable to cast a vote for that position again.

- 12.10 A copy of each candidate's manifesto and picture, where submitted shall be available on the Elections pages of the AUSA website.
- 12.11 The Online Voting system will automatically randomise the order in which the candidate's names appear for each position, thus negating any alphabetical advantage. .
- 12.12 Any situations that arise with regard to Online Elections that have not been addressed in this Schedule shall be dealt with in the first instance by the Elections Committee. The decision of the Elections Committee may be appealed within 24 hours to the Returning Officer whose decision will be final.

13 The Count

13.1 The count shall be undertaken using either the Single Transferable Voting system (STV) or Alternative Transferable Voting System (ATV) counting software, as appropriate to the number of vacancies and as previously agreed by the Returning Officer. Both systems will be operated following the most recent counting procedures as prescribed by the Electoral Reform Society of Great Britain and Ireland.

13.2 The counting software will only be activated in the presence of the Returning Officer, who will then authenticate the results as necessary.

13.3 Nominees of the candidate will be entitled to a preview of the software used at the count but will not be entitled to know the result until the official announcement as determined by the Elections Committee.

14 Procedure in the Event of Systems Failure

14.1 In the event of data corruption, loss of data or intentional alteration in an Online Election, the Elections Committee shall be required to investigate the situation and determine the validity of the election data and will submit all findings to the Returning Officer, who will make a decision on how to proceed.

15 Conduct of Elections Committee

15.1 No member of Elections Committee shall openly express any opinion about a candidate during the course of an election.

15.2 Any member of Elections Committee must inform the Committee and outline in writing the nature of, any conflict of interest they deem themselves to have in any election. If the Committee is satisfied with the basis for resignation then the member shall be deemed to have resigned.

15.3 Any member of Elections Committee who, in the opinion of a simple majority of the Committee, has a conflict of interest that may interfere with, or be perceived to interfere with, the fair running of the election will be deemed to have resigned temporarily from the Committee for all business relating in any way to that election.

- 15.4 Complaints about the conduct of Elections Committee should be directed in the first instance to the Returning officer
- 15.5 All complaints about the running of the elections should in the first instance be directed to the Elections Committee who shall make a decision based on available evidence.
- 15.6 Appeals about any decision of the Elections Committee should be made within 24 hours of the decision being notified to the complainant. The decision of the Returning Officer shall be final.

16 By-Elections

- 16.1 A by-election shall be held if any of the Executive Committee or Standing Committee positions are not filled or a position becomes vacant.
- 16.2 If a Standing Committee position is not filled after the by-election then committees will have the power to co-opt members to the committee as per Schedule 5.
- 16.3 If an Executive Committee position is not filled after the by-election, then subsequent by-elections should be held until the position is filled.

17 Reopening of Nominations

- 17.1 In any election where Reopen Nominations is elected, Elections Committee shall initiate a re-election within 14 calendar days.
- 17.2 Any candidate not elected shall be entered on the reopened ballot paper unless they inform the AUSA in writing that they wish to withdraw.

Bylaw 3: STANDING ORDERS

1. The order of business at Students' Association meetings will be as laid down in their respective bylaws or procedures.
- 2. The Chair**
 - 2.1 The Chair shall rule on all matters of order or matters relating to business under discussion. This ruling may be challenged under: procedural motion 5.2(b).
 - 2.2 The Chair shall regulate all discussion and shall ensure that all remarks are relevant and that respect is accorded to the speaker.
 - 2.3 Members shall at all times address the Chair.
 - 2.4 The Chair will leave the chair when wishing to participate in the debate or when the Chair is challenged or if the Chair wishes to formally address the meeting. In such a case, the Vice Chair shall take the chair.
 - 2.5 If either of them is absent, or unable to take the chair, then a member of the Standing Committee or Standing Body, elected from those present, shall chair. In the case of AUSA Council, this shall not be an Executive Committee member.
 - 2.6 The Chair shall have a deliberative vote and in the event of a tie the casting vote except in Schedule 10, clause 2.5 (Disciplinary and Complaints Procedure).
 - 2.7 The Chair shall see that sufficient opportunity is given to members who wish to express their views and will ensure that the sense of the meeting is fairly ascertained.
 - 2.8 In the event of disorder, the Chair will have the power to dissolve the meeting or to name any member guilty of disturbance or insubordinate behaviour. The Chair will then move that the named member be suspended from the meeting.
- 3. Items for Discussion**
 - 3.1 Items for discussion may be placed on the agenda by members of the Committee or in the case of General meetings, by an Executive Committee member or a majority ruling from a quorate Standing Committee. Any Ordinary Member wishing to propose an item for discussion must obtain 20 Ordinary Members signatures attached to each item proposed.
 - 3.2 Items for discussion should be submitted in writing in advance of the deadline for the compilation of the billet.
 - 3.3 The Convenor of the Standing Committee, the representative of the Association Executive Committee or the individual who first submitted the item for discussion shall highlight the issue, voice any relevant arguments or points of information and then move any appropriate action or adoption of policy.

- 3.4 The discussion will then be opened up to the meeting for a length of time determined by the Chair.
- 3.5 Members wishing to speak shall inform the Chair of this wish. The Chair shall decide right of priority in speaking.
- 3.6 After the allotted time, a simple majority vote may be taken in order to determine an adoption of policy or action to be taken.
- 3.7 The Chair shall ensure that all sides have a fair and reasonable opportunity to advance their arguments before a vote is taken.
- 3.7.1 Proxy votes are not admissible. No vote can be re-taken within one month on any item for discussion unless there is a 75% majority in favour of re-introduction.
- 3.8 If it is so resolved by a simple majority of the meeting each resolution for policy and/or action under an item can be voted on separately.

4. Emergency Items for Discussion

- 4.1 Emergency items for discussion will be ruled admissible to the agenda by a simple majority of the meeting.

5. Procedural Motions

- 5.1 A procedural motion is a motion concerned with the procedure of a meeting. A procedural motion will take precedence over all forms of address to the Chair except a point of order (see 6 below); it will not carry the right of interrupting the current speaker.
- 5.2 Procedural motions shall include:
 - (a) a vote of no confidence in the Chair;
 - (b) a challenge to the Chair's ruling;
 - (c) that a decision on an item for discussion be made;
 - (d) that the Standing Orders, or part thereof be suspended;
 - (e) that the matter be postponed until the next meeting;
 - (f) that a decision on an item for discussion be voted on its parts;
 - (g) that a recount be taken;
 - (h) that a vote of disapproval of a named member be taken.
- 5.3 Procedural motions shall have a proposer and a seconder.
- 5.4 Procedural motions shall be debated in the order in which they are moved. In the event of two or more procedural motions being moved at the same time, they shall be debated in the order in which they appear in standing orders 5.2.
- 5.5 If procedural motion (a) or (b) is moved, standing order 2.4 will apply. The proposer shall state his case, the person who has just vacated the Chair shall reply and the matter will then be put to the vote without further discussion. In the event that a

vote of no confidence in the Chair is carried, the person concerned will not resume the Chair for the meeting.

5.6 If (c), (d), (e), (f) (g) or (h) are moved the proposer shall state his case, there shall be one speech against and the motion shall then be put to the vote without further discussion.

5.7 To be carried procedural motions (a), (b) (d) and (h) shall require a 75% majority and all other procedural motions shall require a simple majority.

6. Points of Order

6.1 A point of order will have precedence over all other forms of address to the Chair – but may not be made when someone is in the process of speaking. A point of order will be concerned with the enforcement or interpretation of the aims, objectives, Constitution or Standing Orders of the Students' Association. The chair will immediately rule and act upon any legitimate point of order.

7. Motions of Censure

7.1 If a motion of censure is moved it shall have a proposer and a seconder.

7.2 If a motion of censure is to be moved, it should be submitted to the Student President or any other sabbatical officer, who shall circulate the text of the motion at least seven days prior to the meeting at which it is to be debated.

7.3 In order to be carried a motion of censure shall require a two-thirds majority of those present at a quorate meeting.

7.4 Any member who is not a Sabbatical Officer, against whom two motions of censure are passed within one year of office, will be deemed to have resigned from the Association.

7.5 If two motions of censure are passed, within any one of year of office against a Sabbatical Officer then this will automatically trigger a cross-campus referendum to ascertain whether they continue in their post.

7.6 After two such motions of disapproval (procedural motion 5.2 h) have been passed against a member, a motion of censure will automatically be called against the member in question.

8. Voting

8.1 The Chair will direct the mode in which a vote is to be taken and recorded.

8.2 There shall be three options available for members to use when voting:

- For
- Against
- Abstention.

- 8.3 If a member chooses to abstain from a vote then their vote shall not be taken as a vote for or against.
- 8.4 The Chair may appoint tellers to assist with the count.
- 8.5 During a recount members who did not vote in the original count may not vote.
- 8.6 All majorities must be obtained from a quorate meeting.

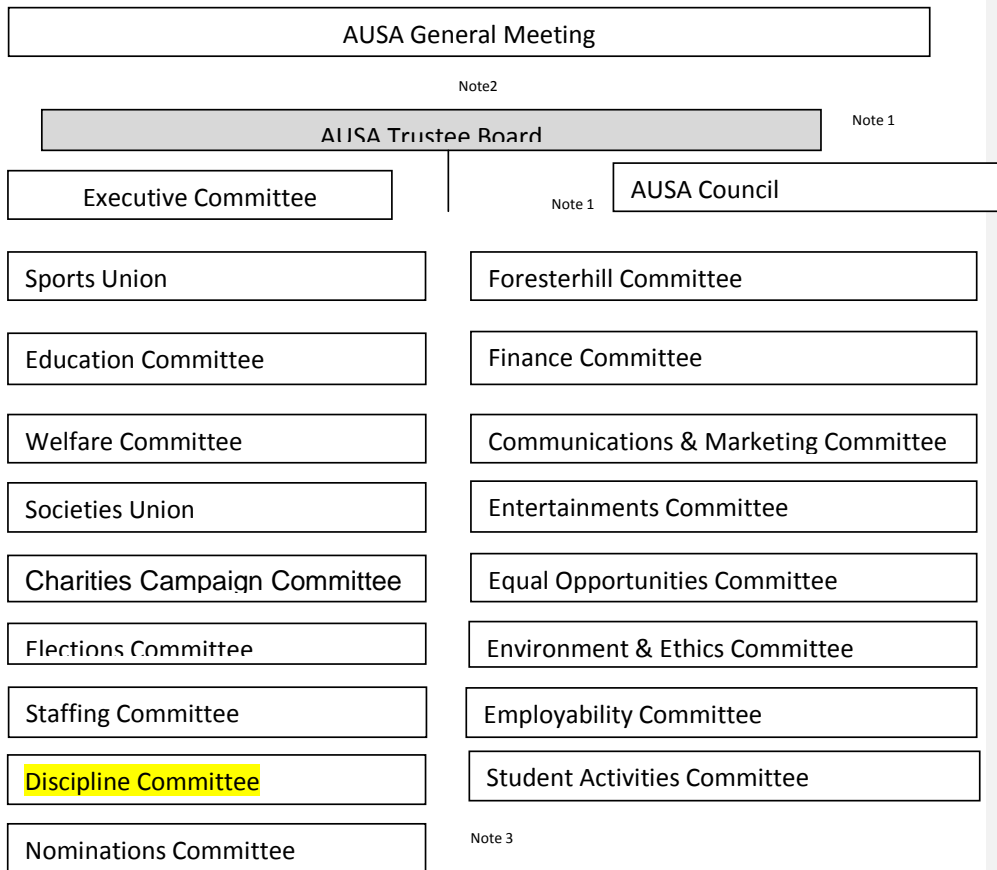
9. Special Provisions

- 9.1 An office bearer or member of the Students' Association may be questioned on any aspect of their work for or under AUSA. They may be compelled to answer if the question is submitted in writing at least three days before the meeting.
- 9.2 The meeting may, by a simple majority, exclude any non-member of Council from the meeting and the Chair may rule that discussions of a confidential nature be held in camera.

Bylaw 4: PROVISIONS FOR THE SUPPLY AND PURCHASE OF ALCOHOL

- 1 The permitted hours for the supply and consumption of alcoholic liquor shall be as stated in (or as permitted by virtue of any regular or occasional extensions of permitted hours granted under) the Licensing (Scotland) Act 1976 as the same may be amended or re-enacted from time to time and such supply and consumption shall be in accordance with that Act as the same may be amended or re-enacted as aforesaid and also only at such times and places as are specified by the Trustee Board
- 2 No member of the Trustee Board and no manager or member of staff employed in the Students' Association's premises shall have any personal interest in the sale of alcoholic liquor therein or the profits arising from such sale.
- 3 No alcoholic liquor shall be sold or supplied in any Association premises to any person under 18 years.
- 4 Except in the case of any premises for which an off-sale licence issued under the Licensing (Scotland) Act 1976 is held by or on behalf of the Association, no alcoholic liquor shall be sold or supplied in any Association premises for consumption off the premises, except to a person holding a licence or a wholesaler's excise licence for sale of such liquor.
- 5 A visitor shall not be supplied with alcoholic liquor in the Students' Association premises unless on the invitation and in the company of a member, and the member shall, upon admission of such visitor to the Students' Association premises or immediately upon them being supplied with such liquor, enter their name and address and the name and address of the visitor in a book which shall be kept for the purpose and which shall show the date of each visit. Guests shall remain in Students' Association buildings only while the member introducing them is present.
- 6 The Trustee Board reserves the right to refuse admission to any Students' Association premises.

**ABERDEEN UNIVERSITY STUDENTS' ASSOCIATION
APPENDIX 1: STUDENTS' ASSOCIATION COMMITTEE STRUCTURE**



1 – Relationship is outlined at Schedule 5, Para 2
 2 – Relationship is outlined at Schedule 2 Para 2.2
 3 – See Schedule 3 clauses 2.1 and 4

Constitutional Amendment: A Clearer Complaints and Disciplinary Handling Procedure

Proposer: Executive Committee

AGM Notes

1. Schedule 10 of the constitution fails to provide concise and easy-to-follow guidance on complaints and discipline matters to officers and staff or to complainants.
2. Schedule 10 is out of step with current Scottish Government guidance on complaints and discipline matters for Higher Education Institutions and bodies (see: SPSO guidance, University of Aberdeen CHP)
3. Constitutional schedules can only be amended by a General Meeting, referendum or decision at Trustee Board.

AGM Believes

1. Removing Schedule 10 from the constitution and replacing it with a new CHP within the Procedures and Bylaws of the Association will greatly improve our service provision to students in this area.
2. It is not necessary for all elements of the existing constitution to remain within a constitutional document; especially those which Student Council could reasonably seek to amend in response to new experiences, issues or staff and student feedback regarding their experiences of interacting with and using the information provided.
3. That it is important that students involved in complaints, whether as complainant or subject to a complaint, and that officers and staff involved in resolving complaints, have clear, concise, and easy-to-follow guidance to support them in delivering an excellent service to members.

AGM Resolves

1. To amend the AUSA Constitution as follows:
 - a. REMOVE Schedule 10 and any and all references to it in other Schedules
2. To remove reference to Schedule 10 and any and all references to it in any and all Bylaws and Procedures of the Association
3. To add the following Complaints Handling Procedure to the Bylaws and Procedures of the Association (timeframes highlighted in yellow for reference):

Aberdeen Students' Association Students' Association Complaints Handling Procedure

Foreword

- Our commitment to students
- The purpose of this procedure
- The policies that underpin this procedure (Aberdeen Students' Association Students' Association, SPSO, in compliance with the Scottish Higher Education Model Complaints Handling Procedure)
- Drafted by: Jennifer Krase
- Date drafted: 29/01/2014
- Approved by:
- Date Approved:
- Date for Review or Renewal:

1 Scope of complaints

1.1 *What is a complaint?*

For the purpose of this procedure, a complaint may be defined as:

'An expression of dissatisfaction by one or more individuals about the standard of service, action or lack of action by or on behalf of the Students' Association by a staff member, office bearer of the Association (as defined by the Constitution), or member (where member refers to any current student who has not rescinded their membership of the Association).'

A complaint may relate to:

- the quality and standard of service
- failure to provide a service
- treatment by or attitude of a staff member, member, office bearer or contractor in a physical or online Students' Association space or at an event hosted by the Students' Association
- inappropriate behaviour by a staff member, member, office bearer or contractor in a physical or online Students' Association space or at an event hosted by the Students' Association
- the failure of the Students' Association to follow an appropriate administrative process or standard operation procedure

The definition of a complaint is very broad and the list above is not exhaustive. However, not every concern raised with the Students' Association is a complaint. For example, the following **are not complaints**:

- a routine, first-time request for a service
- a request covered by the Data Protection Act*
- a request for information or an explanation of policy or practice
- a response to an invitation to provide feedback through a formal mechanism such as a questionnaire or committee membership will generally not be treated as a complaint
- an insurance or reimbursement claim
- an issue which is being, or has been, considered by a court or tribunal
- an attempt to have a complaint reconsidered where the Students' Association's procedure has been completed and a decision has been issued
- a grievance by or about a member of staff which is eligible for handling through the grievance procedure**
- complaints about the behaviour of non-office bearer members outwith physical or online Students' Association spaces or events hosted by the Students' Association

These issues will be dealt with under the alternative appropriate processes rather than under the CHP. It should be noted, however, that some situations can involve a combination of issues, some are complaints and others are not, and each case should be assessed on a case by case basis.

* For information on Freedom of Information or Data Protection Act requests, please see <http://www.abdn.ac.uk/foi/contents/access/>.

** For information in the Staff Grievance Policy, please see the AUSA employee handbook

1.2 Who can make a complaint?

The CHP covers complaints from anyone who receives, requests or is affected by our services. Complaints may be submitted by:

- current ordinary members of the Students' Association (all referred to as 'members' through the remainder of this document) who have a complaint about matters which are (or were at the time they arose) the responsibility of the Students' Association;
- members of the public, where they have a complaint about matters which are (or which were at the time the issue arose) the responsibility of the Students' Association; and
- Office bearers of the Students' Association and members of staff of the Students' Association who have a complaint about matters which are (or were at the time they arose) the responsibility of the Students' Association

The basic processes for investigating complaints are the same for members, members of the public and office bearers or staff of the Students' Association.

Sometimes individuals may be unable or reluctant to make a complaint on their own. The Students' Association will accept complaints brought by third parties, as long as the individual affected has given their personal consent under the requirements of the Data Protection Act (1998). This usually means that the individual affected must give clear written authority for the third party to act on their behalf. Complaints made by a third party with the explicit permission of the complainant will be dealt with according to the same timescales.

1.3 Anonymous Complaints

Complaints submitted anonymously will be considered if there is enough information in the complaint to enable the Students' Association to make further enquiries. If, however, an anonymous complaint does not provide enough information to enable us to take further action, we may decide not to pursue it further. However, the Students' Association may give consideration to the issues raised, and will record the complaint so that corrective action can be taken as appropriate.

Any decision not to pursue an anonymous complaint must be authorised by a member of Senior Management. If an anonymous complaint contains serious allegations, it should be referred to a member of Senior Management immediately.

1.4 Complaints involving more than one Department or Service

If a complaint relates to the actions of two or more Departments or Services, the staff member receiving the complaint must confer with the other area(s) to decide who will take the lead on the complaint. The complainant will be told to whom the complaint is being passed and given their contact details. Coordination may still be required between different areas of the Students' Association to ensure that the complaint is fully addressed in a single response. The nature of the complaint may also require parallel procedures to be initiated (such as staff or student disciplinary procedures).

1.5 Complaints involving other organisations or contractors who provide a service on behalf of the Students' Association

If an individual complains to the Students' Association about the service of another organisation, but the Students' Association has no involvement in the issue, the individual should be advised to contact the appropriate organisation directly.

Where a complaint relates to a Students' Association service and the service of another organisation the complaint must be handled through the CHP. In particular, the same timescales will apply. This relates to complaints that involve services provided on the Students' Association's behalf (such as partner institutions and contractors) or to those provided by a separate organisation (such as awards agencies). If enquiries to an outside organisation in relation to the complaint are required, care must be taken to comply with Data Protection legislation and the guidance on handling personal information. Such complaints may include, for example:

- A complaint made in relation to provision of third-party services.
- A complaint made about a service that is contracted out.
- A complaint made about a partnering organisation where the Students' Association was hosting the organisation or facilitating its involvement with members, staff, or office bearers

1.6 Time limit for making complaints

Complaints should be raised with the Students' Association as soon as problems arise to enable prompt investigation and swift resolution. This CHP sets a time limit of six months to raise a complaint with the Students' Association, starting from when the complainant first became aware of the problem, unless there are special circumstances for requesting consideration of a complaint beyond this time.

Beyond the six-month time limit, the Students' Association will exercise discretion in the way that the time limit is applied. In principle, we will follow the advice of the SPSO to Higher Education institutions and take account of the time limit within which a member of the public can normally ask the SPSO to consider complaints, which is twelve months from when the person first became aware of the issue about which they are complaining.

2 The Complaints Process

3.1 Overview

The CHP is intended to provide a quick, simple and streamlined process with a strong focus on early resolution by empowered and well-trained staff.

The procedure involves up to two stages as detailed below:

Stage 1: 1 Frontline resolution seeks to resolve straightforward complaints swiftly and effectively at the point at which the complaint is made, or as close to that point as possible.

Stage 2: Investigation is appropriate where a complainant is dissatisfied with the outcome of frontline resolution, or where frontline resolution is not possible or appropriate due to the complexity or seriousness of the case.

<<insert revised diagram here – see sample diagram for reference>>

2.2 Stage One: Frontline Resolution – **to be completed within 5 working days**

Anyone who has a complaint is encouraged to raise it initially at the point of, or as close to the point of, becoming aware of it as possible and to raise it with the Department or Service in which the issue arose. Complaints at this stage may be made face-to-face, by phone, in writing or by email.

The purpose of frontline resolution is to attempt to resolve as quickly as possible complaints which are straightforward and require little or no investigation. Complaints at this stage of the process may be addressed by any relevant member of the Students' Association's staff or a relevant full-time office bearer and may be handled by way of a face-to-face discussion with the complainant, or by asking an appropriate member of staff or full-time office bearer to deal with the complaint.

Members of staff or full-time office bearers to whom complaints are made will consider some key questions:

- Is this a complaint or should the individual be referred to another procedure?
- What specifically is the complaint (or complaints) about and which area(s) of the Students' Association is /are involved?
- What outcome is the complainant hoping for and can it be achieved?
- Is this complaint straightforward and likely to be resolved with little or no investigation?
- Can the complaint be resolved on the spot by providing an apology /explanation / alternative solution?
- If I cannot help, can another member of staff or full-time office bearer assist in seeking a frontline resolution?
- What assistance can be provided to the complainant in taking this forward?

Resolution may be achieved by providing an on-the-spot explanation of why the issue occurred and/or an apology and, where possible, what will be done to stop this happening in the future.

If responsibility for the issue being complained about lies in the staff member's area of work, every attempt will be made to resolve the problem at source. If responsibility lies elsewhere, the staff member receiving the complaint will liaise with the relevant area rather than simply passing the complainant on to another office.

2.3 Stage two: Investigation – to be completed within 20 working days

These complaints may already have been considered at the frontline resolution stage, or they may be complaints identified upon receipt as appropriate for immediate investigation.

A complaint will be moved to the investigation stage when:

- Frontline resolution was attempted, but the complainant remains dissatisfied. This may be after the case has been closed following the frontline resolution stage
- The complainant refuses to recognise or engage with the frontline resolution process and is insistent that the issue be addressed by a more senior member of staff
- The issues raised are complex and will require detailed investigation
- The complaint relates to issues that have been identified by the Students' Association as high risk or high profile.

Special attention will be given to identifying complaints considered high risk /high profile, as these may require particular action or may raise critical issues requiring direct input from senior management. Potential high risk /high profile complaints may:

- involve a death or terminal illness
- involve serious service failure, for example major delays in service provision or repeated failures to provide a service
- generate significant and on-going press interest
- pose a serious operational risk to the Students' Association
- present issues of a highly sensitive nature.

A person can make a complaint in writing, in person, by telephone, by email or online or by having someone complain on their behalf. Where it is clear that a complaint will be immediately considered at the investigation stage, the complainant will be strongly encouraged to complete the appropriate complaint form to provide full details of the complaint and any relevant documentation. If they choose not to write it down and would prefer to complain in person, the complaint form can be completed with them and a letter to confirm the scope of the complaint issued to them.

The purpose of conducting an investigation is to establish all of the facts relevant to the points made in the complaint and to provide a full, objective and proportionate response to the complainant that represents the Students' Association's definitive position.

2.4 What the Students' Association will do when it receives a complaint for investigation

The Students' Association will allocate the complaint to a Case Officer (see section 3 of this procedure). An email will be sent to the complainant confirming details of who is responsible as Case Officer for the management of the complaint investigation.

The complaint will be sent to the relevant Head of Department or Service (Investigating Officer) for investigation. It is important to be clear from the start of the investigation stage exactly what is being investigated, and to ensure that both the complainant and the Investigating Officer understand the scope of the investigation. In discussion with the complainant, three key questions should be considered:

1. What specifically is the complaint (or complaints)?
2. What does the complainant want to achieve by complaining?
3. Do the complainant's expectations appear to be reasonable and achievable?

If the complainant's expectations appear to exceed what the Students' Association can reasonably provide or are not within the Students' Association's power to provide, the complainant will be advised of this as soon as possible in order to manage expectations about possible outcomes.

Details of the complaint must be recorded on the system for recording complaints and a reference number allocated. Where the complaint has been through the frontline resolution stage this must be shown in the complaints log. At the conclusion of the investigation the log must be updated to reflect the final outcome and any action taken in response to the complaint.

2.5 Timelines

The following deadlines will be used for cases at the investigation stage of the Complaints Policy:

- complaints will be acknowledged in writing within three working days
- the Students' Association will provide a full response to the complaint as soon as possible but not later than 20 working days from the time that the complaint was received for investigation.

2.6 Extension to the timeline

Not all investigations will be able to meet this deadline; for example some complaints are so complex that they will require careful consideration and detailed investigation beyond the 20 working days timeline. Where there are clear and justifiable reasons for extending the timescale, senior management will exercise judgement and will set time limits on any extended investigation, with the agreement of the complainant. If the complainant does not agree to an extension but it is unavoidable and reasonable, then senior management must consider and confirm the extension. In such circumstances, the complainant must be kept updated on the reason for the delay and given a revised timescale for bringing the investigation to a conclusion. It is expected,

however, that this will be the exception and that the Students' Association will always strive to deliver a definitive response to the complaint within 20 working days.

Where an extension has been agreed, this will be recorded appropriately and the proportion of complaints that exceed the 20 working day-limit will be evident from reported statistics.

2.7 Mediation

Some complex complaints (where, for example, the complainant and/or other involved parties have become entrenched in their position) may benefit from a different approach to resolving the complaint. Using mediation can help both parties to understand what is driving the complaint, and may be more likely to result in a mutually satisfactory conclusion being reached. Whilst the Students' Association does not have a formal mediation service, complainants who wish to consider alternative routes for investigation should discuss this with their Case Officer. Where the Students' Association and the complainant agree to pursue an alternative form of resolution, the complaint investigation process will be suspended pending its outcome. In the event that the complaint remains unresolved, the investigation will resume and revised timescales will be agreed.

2.8 Closing the complaint at the investigation stage

The outcome of the investigation will be communicated to the complainant in writing. The decision, and details of how and when it was communicated to the complainant, must be recorded on the system for recording complaints.

4. Governance of the Complaints Handling Procedure

4.1 Roles and Responsibilities

All staff and full-time office bearers will be aware of:

- the CHP
- how to handle and record complaints at the frontline resolution stage
- who they can refer a complaint to if they are unable to handle the matter personally
- the need to try and resolve complaints early and as locally (within their Department/Service) as possible and
- their clear authority to attempt to resolve any complaints they may be called upon to deal with.

Senior management and the Chair of the Students' Association's Trustee Board will ensure that:

- the Students' Association's final position on a complaint investigation is signed off by an appropriate member of senior management in order to provide assurance that this is the definitive response of the Students' Association and that the complainant's concerns have been taken seriously
- it maintains overall responsibility and accountability for the management and governance of complaints handling within the Students' Association
- it has an active role in, and understanding of, the CHP (although not necessarily involved in the decision making process of complaints handling)
- mechanisms are in place to ensure a consistent approach to the way complaints handling information is managed, monitored, reviewed and reported at all levels in the Students' Association, and
- complaints information is used to improve services, and this is evident from regular publications.

Senior Management: The Senior Management Team has responsibility for ensuring that there is an effective CHP with a robust investigation process which demonstrates that organisational learning is in place. The Senior Management Team must receive assurance of complaints performance by way of regular reporting. The Senior Management Team should ensure that complaints are used to identify service improvements, and that these improvements are implemented, and learning fed back to the wider organisation as appropriate. A member of Senior Management will be responsible for signing response letters to complainants following Stage 2 Complaint Investigation and therefore must be satisfied that the investigation is complete and that their response addresses all aspects of the complaint.

Investigating Officer: The relevant Head of Department or Service will be appointed as Investigating Officer. Investigating Officers will be appropriately trained and will be responsible for thoroughly investigating the complaint and for reaching an appropriate and robust decision on

the outcome. In doing this they may meet with all parties involved and prepare a comprehensive written report, including details of any recommended procedural changes to service delivery. In the case of more complex complaints, Investigating Officers may require clear direction and support from senior management on the extent and limits of discretion and responsibilities in investigating and resolving complaints, including the ability to identify failings, take effective remedial action and apologise, where it is appropriate to do so. Where the complaint involves the Head of Department or Service or a senior member of staff, an appropriate member of Senior Management will be asked to nominate another appropriate individual to act as Investigating Officer who is independent of the situation.

Case Officer: The Case Officer is a trained staff member responsible for ensuring the appropriate and timely conduct of the complaints investigation and the co-ordination of all aspects of the response to the complainant. They will be the complainant's main point of contact throughout the investigation of their complaint.

All staff: A complaint may be made to any member of staff. All staff must, therefore, be aware of the CHP and how to handle and record complaints at the frontline resolution stage. They should also be aware of who to refer a complaint to, in case they are not able to handle the matter personally. We encourage all staff to try to resolve complaints early, as close to the point of service delivery as possible, and quickly to prevent escalation.

Complaints about senior staff and full-time office bearers

Complaints about senior staff and full-time office bearers can be difficult to handle as there may be a conflict of interest for the staff investigating the complaint. When serious complaints are raised against senior staff or full-time office bearers, it is particularly important that the investigation is conducted by an individual who is independent of the situation. We must ensure that there are strong governance arrangements in place that set out clear procedures for handling such complaints.

5. Recording, reporting, publicising and learning

Valuable feedback is obtained through complaints. One of the objectives of the CHP is to identify opportunities to improve provision of services across the Students' Association. Staff must record all complaints so that complaints data can be used for analysis and management reporting. By recording and using complaints information in this way, the causes of complaints can be identified, addressed and, where appropriate, training opportunities can be identified and improvements introduced.

5.1 Recording complaints

To collect suitable data, it is essential that all complaints are recorded in sufficient detail. The minimum requirements are as follows:

- name and contact details of the complainant and student ID number (if applicable)
- date of receipt of the complaint

- how the complaint was received
- category of complaint
- staff member responsible for handling the complaint
- Department/service to which the complaint relates
- action taken and outcome at frontline resolution stage
- date the complaint was closed at the frontline resolution stage
- date the investigation stage was initiated (if applicable)
- action taken and outcome at investigation stage (if applicable)
- date the complaint was closed at the investigation stage (if applicable)
- underlying cause and remedial action taken (if applicable)
- response times at each stage

A Reference Number will also be assigned to the complaint by the Case Officer where a complaint is taken forward to the investigation stage.

The Students' Association has structured systems for recording complaints, their outcomes and any resulting action so that the complaint data can be used for internal reporting as indicated below.

5.2 Reporting of complaints

The Students' Association has a system for the internal reporting of complaints information. Regularly reporting the analysis of complaints information helps to inform management of where improvements are required. Information reported internally will include:

- performance statistics, detailing complaints volumes, types and key performance information, for example on time taken and stage at which complaints were resolved
- the trends and outcomes of complaints and the actions taken in response including examples to demonstrate how complaints have helped improve services.

5.3 Learning from complaints

The Case Officer will always try to ensure that all parties involved understand the findings of the investigation and any decisions made. Senior management will ensure that the Students' Association has procedures in place to act on issues that are identified. These procedures facilitate:

- using complaints data to identify the root cause of complaints
- taking action to reduce the chance of this happening again
- recording the details of corrective action in the complaints file
- systematically reviewing complaints performance reports to improve performance.

The analysis of management reports detailing complaints performance will help to ensure that any trends or wider issues which may not be obvious from individual complaints are quickly identified and addressed. Where the Students' Association identifies the need for service improvement:

- an appropriate member of staff (or team) will be designated the 'owner' of the issue, with responsibility for ensuring that any identified action is taken
- a target date will be set for the action to be implemented, and followed up on to ensure delivery within this timescale
- where appropriate, performance in the service area will be monitored to ensure that the issue has been resolved.

6. Maintaining confidentiality

6.1 Confidentiality and Data Protection

Confidentiality is an important factor in conducting complaints investigations. The Students' Association will always have regard to any legislative requirements; for example, data protection legislation and also internal policies on confidentiality and the use of complainant information. Complaints will be handled with an appropriate level of confidentiality and information released only to those who need it for the purposes of investigating or responding to the complaint. No third party will be told any more about the investigation than is strictly necessary in order to obtain the information required from them.

Where a complaint has been raised against a student or member of staff and has been upheld, the complainant will be advised of this. However, it would not be appropriate to share specific details affecting specific students or staff members, particularly where disciplinary action is taken.

7. Managing unacceptable behaviour

7.1 Principles

It is recognised that people may act out of character in times of trouble or distress. The circumstances leading to a complaint may result in the complainant acting in an unacceptable way. Complainants who display unacceptable behaviour may still have a legitimate grievance, and the Students' Association must therefore treat all complaints seriously and assess them properly.

The Students' Association places the same expectations in regard to behaviour on complainants as it does with its staff and students and all others who interact with the Students' Association. The Students' Association also has a duty of care to ensure the safety and welfare of all staff, office bearers, and students. Consequently, the Students' Association will not tolerate complainants behaving in an unacceptable manner.

Complainants should feel able to raise any matter of concern without any risk of disadvantage, however, where the Students' Association deems a complainant's behaviour to be unacceptable the Students' Association take appropriate action as necessary, for example:

- In the case of an applicant, unacceptable behaviour may result in consideration of an application being terminated or an offer of admission being withdrawn;
- In the case of a student, unacceptable behaviour may be dealt with under the Code of Practice on Student Discipline;

Where it is deemed necessary to take steps to address unacceptable behaviour, the complainant will be advised of this and attempts will nevertheless be made to complete the investigation of the complaint although contact with the complainant may be restricted.

Full details of the Students' Association's Unacceptable Actions Policy are available at <>

Comment [JCK3]: Refer to Zero Tolerance and Safe Space policies a Schedule 10

8. Supporting the complainant

8.1 Reasonable adjustments and accessibility

Anyone who receives, requests or is directly affected by the services the Students' Association provides has the right to access the Students' Association's CHP. The Students' Association will seek to make reasonable adjustments to enable complainants with specific needs to bring forward their complaint.

8.2 Aberdeen Students' Association Students' Association

The Aberdeen Students' Association Students' Association (AUSA) can provide independent advice, assistance or support to students in regard to complaints. Staff in the Information and Advice Centre within AUSA can provide assistance including:

- Assisting students in deciding whether a complaint is the most appropriate course of action or whether some other approach may be more appropriate;
- Provide advice on how the complaints procedure works;
- Assistance with and comment on draft complaint submissions to help students ensure their complaint is clear and comprehensive
- Accompany or represent a student at any meeting or hearing where their complaint is being discussed.

Initial enquiries can be directed to the AUSA Student Advice Centre in the Butchart Centre on Students' Association Road in person, by telephone to 01224 274200 or by email to ausadvice@abdn.ac.uk.