

No: 677/19

25th November 2019

TO: ALL BRANCHES

Dear Colleagues,

Complaints/NDC – Dedicated phone line – 0208 971 7660

I write to advise branches that there is now a dedicated phone line at CWU headquarters for members, reps and branches to call in relation to complaints and the NDC (National Disputes Committee). This number is 0208 971 7660.

This number will lead to a voicemail message informing the caller that they should leave a message and someone will return their call as soon as possible. There will also be signposts for new complaints to the CWU website to view the complaints procedure, download a complaints form and guidelines.

I would like to take this opportunity to remind Branches of the protocol surrounding complaints.

In the first instance attempts should be made locally to respond to and address complaints, especially if they are industrially related. If the complaint cannot be resolved at a local level then it should be forwarded to gs-rule14@cwu.org.

All complaints should and will be pursued by the Complaints Procedure within new National Rule 14 which will be to resolve any issues/complaints informally. Complaints will not be automatically referred to the National Disputes Committee.

More information on National Rule 14 and the Complaints Procedure can be found here:

<https://www.cwu.org/about-the-cwu/union-matters/cwu-complaints-procedure/>

Any queries on this LTB should be addressed to gs-rule14@cwu.org.

Yours sincerely,

Tony Rupa
National Disputes Committee Officer