

SUBMISSION OF A COMPLAINT UNDER CWU RULE 14

Guidance Notes (GN)



Before submitting a complaint to CWU Head Office you should try to resolve issues via your local CWU Branch. Branch contact details can be found on the CWU website (www.cwu.org)

We recognise that this is not always possible: if this is the case then please offer us details as to why your branch is not able to assist you at this time.

Any complaint should be submitted by a CWU member.

GN1 (NAME)

It is important that you give us your name as it appears in our membership database

GN2 (MEMBERSHIP NUMBER)

Your membership number will be on your union card. If you don't know your membership number please supply your home address.

GN3 (EMPLOYER)

We will need to know who you work for

GN4 (WORKPLACE)

We will need to know where you work

GN5 (CONTACT DETAILS)

Please supply an address, email and telephone number that you are happy to receive correspondence from head office.

GN6 (CWU BRANCH)

Your CWU branch would have been assigned to you when you joined. If you don't know it leave the option blank

GN7 (DATE OF SUBMISSION)

This will be the date that you send your email/letter to head office

GN8 (DATE(s) OF INCIDENT(s))

It is important to note the date(s) of when your complaint begins as you will see from the Complaints Procedure byelaws that a complaint cannot be considered if the incident took place over two months from the date of your complaint submission see Section 1 part a) of the byelaws.

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GN9 (NAME OF RESPONDENT(s))

It is important to put the name or names of those who you are putting your complaint against (The respondent). Please note respondents must also be members of the CWU.

GN 10 (SUMMARY OF COMPLAINT)

This is where you put down in writing your complaint. Be sure to include supporting evidence. Any separate documentation such as copies of letters/emails etc, can be clipped to this if sending in via the post or as separate attachments on an email.

It is important that head office get all the facts to support your claim. It is the responsibility of the complainant to supply all relevant supporting documentation when submitting a complaint.

Write your summary in words that you are happy to share with the other parties as we will need to ask the respondents to respond to your alleged claims.

Once you are satisfied with your completed form please email to gs-rule14@cwu.org
Or post to The General Secretary's Office: **CWU, 150 The Broadway, Wimbledon, London, SW19 1RX**

What Happens Next?

Please refer to the Complaints Procedure Byelaws and Rule 14 which will be sent to you upon receipt of your complaint or enquiry and can also be found on the CWU website.

Privacy Notice

Please note that the terms of any complaint are "private and confidential". This means that the subject matter should not be discussed either verbally or in writing (including electronically) with anyone other than those from whom each party named in the complaint is seeking advice and for the sole purpose of seeking such advice. All parties are politely reminded that to openly refer to or debate the terms of this complaint may in itself constitute a breach of the union's rules.