



Trinity Laban Students' Union

Constitution

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The Constitution

1 Name

There shall be a Students' Union, known as the "Trinity Laban Students' Union" hereinafter referred to as "TLSU".

2 Aims

The aims of TLSU shall be:

- 2.1 To promote the welfare and represent the interests of students of Trinity Laban Conservatoire of Music and Dance hereinafter referred to as "Trinity Laban".
- 2.2 To facilitate the social, recreational and educational interests of the members (i.e. Trinity Laban students as defined in item 3 of the Constitution), through the provision of services and support.
- 2.3 To act as a recognised channel of communication between the members, the Governors, committees, senior managers of the Institution and other external bodies.
- 2.4 Foster and encourage freedom of speech and take measures to encourage and build a student community which celebrates the diversity of members
- 2.5 To act as a neutral apolitical organisation that will not engage with political activity to allow for inclusivity for all. As per the UK legal requirements

3 Membership

- 3.1 All students registered on an HE programme of study at Trinity Laban shall automatically become full members of TLSU.
- 3.2 Members shall have:
 - 3.2.1 The right to attend, speak and vote at all TLSU Meetings, but not TLSU Executive Meetings
 - 3.2.2 The right to vote at elections and referenda.
 - 3.2.3 The right of candidature to offices of TLSU.
 - 3.2.4 The right to enjoy the events and functions of the TLSU, subject to admission charges where applicable unless the member is barred from events / bar for inappropriate/discriminatory behaviour against a member of TLSU or anyone on the executive team
 - 3.2.5 Members can be barred by any member of the TLSU executive team but must have approval from the sitting TLSU president.
- 3.3 Any question as to the enrolment status of a student shall be referred to the Registrar and Director of Academic Services of Trinity Laban, whose decision will be final.

- 3.4 All members of TLSU shall adhere to the Code of Practice approved by the Board of Governors for the operation of TLSU. <http://moodle.trinity!aban.ac.uk/mod/resource/view.php?id=1630>
- 3.5 TLSU will require no additional membership fee unless this arrangement is altered by an amendment to the Constitution.
- 3.6 Members of other Unions with which TLSU has reciprocal membership arrangements shall be entitled to use the facilities of TLSU in accordance with those arrangements, on presentation of their Union cards.
- 3.7 The general meeting of TLSU shall have the power to select honorary patrons or honorary members, determining the terms and conditions of such roles.

4 Opt Out

- 4.1 All students shall have the right to opt out of membership of TLSU within their first enrolled term of the academic year. Any student who wishes to exercise this right must inform the TLSU President in writing, when the withdrawal shall take immediate effect. The TLSU President or their nominee will maintain a list of students who have withdrawn from membership and will keep the Director of Finance & Estates informed of amendments to the list.
- 4.2 Any student exercising the right to opt out under this Clause shall forego all rights deriving from paragraph 3.2.1 to 3.2.3 inclusive; but the rights under 3.2.4 are expressly reserved.

5 Officers of TLSU

There shall be two categories of officers of the TLSU, executive officers and non-executive officers. The executive officers of TLSU shall be:

- The President
- The Music Officer
- The Dance Officer
- The Events Officer
- The Welfare Officer
- The Brand and Communications Officer

- 5.1 The President, who shall serve as a full-time executive officer of TLSU. The President shall represent TLSU on official occasions; preside over the Executive Committee and other TLSU meetings, and in collaboration with elected officers, conduct the management and administration of TLSU in conjunction with SU Administrator.

- 5.2 The role of Treasurer will be undertaken by the President. The Treasurer shall be responsible to TLSU for managing the finances. The Treasurer shall report to the Executive Committee and the General Meeting.
- 5.3 The Officers shall be executive officers of TLSU. The Officers shall assist the President, sharing responsibility for the management and administration of TLSU and act as the President's deputy in their absence. The President may allocate portfolios of responsibility to the Officers, having regard to each individual's remit. The President and Officers shall be responsible for the TLSU Sub-Team Representatives listed in section 6.



Students who apply for the Sub-Team can express a role preference. Sub-Team Representative role descriptions can be found in Appendix I Section 3

- 5.4 The President and Officers shall be ex-officio members of all TLSU committees and sub-committees.

- 5.5 The establishment of other executive and non-executive officers and/or changes to job descriptions shall be approved by an Extraordinary General Meeting of TLSU held prior to an election for those roles. The General Meeting shall approve the job description for each officer unless already approved at an Extraordinary General Meeting. Job descriptions for all approved roles are set out in Appendix I.
- 5.6 The Executive Officers of TLSU shall be elected in accordance with [Schedule I](#).
- 5.7 The President shall be paid an allowance which will be reviewed yearly by the outgoing Executive Committee and external accountant, for the incoming team. All allowance will be payable through the TLSU payroll and subject to PAYE deductions if applicable. The Officer roles will each attract an honorarium payment of £400 per term. All honorarium payments are at the discretion of the President and may be withheld for failure to engage. Reasonable expenses may be paid, however, if they are approved in advance by the President with proof of purchase such as a receipt. The Sub-Team may receive a merit-based honorarium, as decided by the executive team, conditional to the amount of work put in.
- 5.8 No member shall serve as President of TLSU in any capacity for more than two consecutive years.
- 5.9 The President may be an undergraduate or postgraduate student from Trinity Laban, taking a year out of their studies or former students who have graduated no more than one academic year previously, with the exception of re-election of the President who may run for office for two consecutive years. In the case of a President running for a second term they will be re-elected in accordance with [Schedule I](#). No President or other Executive Officer of TLSU may run for more than two terms regardless of position; this is within the guidelines set by the National Union of Students.
- 5.10 The term of office for the President shall be August 1st to July 31st. This position is a 35-hour working week. Any necessary over time shall be taken as Time Off in Lieu as long as it does not impinge on the running of the students' union. Toil should be taken with prior notice of five day
- 5.10 The President shall sign a contract, the terms of which shall be approved by the General Meeting of TLSU.

6 Sub-Team

- 6.1 The TLSU Sub-Team will comprise of four selected applicants.
- 6.2 The term of office for the SU Sub-Team will be from August 1st to July 31st
- 6.3 Sub-Team Representatives will not be part of the TLSU Executive Committee
- 6.4 Sub-Team Representatives must be students of Trinity Laban and will:

- 6.4.1 Will aid TLSU on a voluntary basis with the possibility of a performance based honorarium at the discretion of the TLSU Executive Committee.
- 6.4.2 Will be responsible to the TLSU Executive Committee for representing a wider student population and raising issues from across Trinity Laban. A full description of the role can be found in Appendix I.
- 6.5 Selected applicants may not hold a position on the TLSU Sub-Team for more than two consecutive years.
 - 6.5.1 Sub-Team Representatives will have to re-apply for a second year on the team.

7 Elections

All Officers of TLSU shall be elected by and from the members of TLSU in accordance with [Schedule I](#). In the event of either a motion of no confidence being passed on any elected Officer of TLSU, their resignation or removal, an election shall be organised.

8 TLSU Executive Committee

- 8.1 The Officers of TLSU shall form an Executive Committee, who shall be responsible to the members of TLSU for the management of TLSU.
- 8.2 The Executive Committee shall meet at least once per month to discuss matters relevant to the ongoing administration and management of TLSU.

9 General Meetings

- 9.1 An Annual General Meeting (AGM) shall be held before the final meeting of the Trinity Laban Board of Governors in any given academic year. The AGM shall conduct the following business:
 - 9.1.1 To receive the annual report of the President on the activities of TLSU over the previous year.
 - 9.1.2 To approve the minutes of the previous AGM or EGM where appropriate.
 - 9.1.3 To approve the audited interim accounts and receive the Financial report.
 - 9.1.4 To approve the annual report of TLSU to the Trinity Laban Board of Governors.
 - 9.1.5 To approve any amendments to the Constitution.
 - 9.1.6 To approve the annual list of affiliations and reciprocal arrangements.
 - 9.1.7 To receive a list of current SU clubs and societies.
 - 9.1.8 To approve the terms of the contract of the President for the next academic year
 - 9.1.9 Debrief of any complaints on the TLSU Complaints Log for that Academic Year.
- 9.2 Trinity Laban Students' Union must hold a General Meeting during the first academic term of the year, in order to approve the audited accounts of the year prior. This is so that they can then be presented to the Trinity Laban Board of Governors in the first meeting in any given academic year.

- 9.3 The Executive Committee can call a General Meeting of the members at any time.
- 9.4 The President may convene an Extraordinary General Meeting at any time, in order to consider urgent or special business, and must do so within ten working days following a written request from at least seven members of TLSU (including officers) or from a majority of members of the Executive Committee.
- 9.5 The President shall circulate notice of an Extraordinary General Meeting, stating the date, time and place of the meeting and the specific business to be considered. The President shall take all reasonable steps to ensure full dissemination of the notice to TLSU members. The resolutions of the meeting shall not be invalidated by any inadvertent failure to reach a member.
- 9.6 The President shall arrange for the publication of notice of the date of a General Meeting, including the Annual General Meeting at least fourteen days in advance and at least five working days in advance of an Extraordinary General Meeting.
- 9.7 Notice of any resolution proposed for consideration at the annual or an ordinary General Meeting shall be given in writing to the President by the proposer at least five working days before the meeting.
- 9.8 An Extraordinary General Meeting shall discuss only the business for which it was called, which must be specified in the written request and confirmed in the notice circulated by the President.
- 9.9 The quorum for any General Meeting shall be seven members of TLSU including elected officers. In case the quorum for any meeting is not met, the attendance of the President and at least four other elected executive or non-executive officers may act as the quorum.
- 9.10 All General Meetings shall be conducted in accordance with the Standing Orders in [Schedule II](#). Such Standing Orders may be suspended by a simple majority of members present and voting.

10 Other meetings

- 10.1 The Executive Team shall meet regularly and at least once a term with the Non-Executive Officers to discuss matters relevant to the ongoing administration and management of TLSU.
- 10.2 The TLSU Executive shall meet programme and departmental student representatives at least once a term for an informal meeting to discuss issues of mutual interest.
- 10.3 At least one week's notice shall be given of such meetings, with the President taking all reasonable steps to disseminate the information to members.

- 10.4 The President shall chair informal meetings and shall oversee the appropriate and fair conduct of business and the preparation of the records of the meetings.

11 Finance

- 11.1 The President shall have responsibility for the proper management and conduct of TLSU's finances, reporting to the Executive Committee.
- 11.2 TLSU may employ permanent or temporary staff and the Executive Committee shall regulate the terms and conditions of the employment of staff.
- 11.3 TLSU shall request appropriate funds from Trinity Laban to enable the effective pursuit of its aims and objectives.
- 11.4 TLSU, acting through the Executive Committee, may, in pursuit of its aims, open bank accounts, lend monies, invest monies, borrow monies, offer its material assets as security and take all other action that may promote the prudent conduct of its financial affairs as though it were a legal entity.
- 11.5 The President shall control the TLSU's bank account(s) and shall be a required signatory for those bank account(s). Other signatories may include Vice-Presidents and permanent SU Administrators (where applicable). Cheques may be signed by any two of the authorized officers.
- 11.6 The financial year shall start on 1st August and end on 31st July in keeping with the Trinity Laban Financial Year.
- 11.7 The Executive Committee shall ensure proper books of accounts are maintained and that the books are reviewed and certified by an external firm of accountants.
- 11.8 The accounts shall be signed by the Accountants and the President in order to confirm their soundness and accuracy. The accounts shall be presented to the TLSU AGM for approval and then forwarded for approval by the Trinity Laban Board of Governors.
- 11.9 The Director of Finance & Estates of Trinity Laban or a nominee may attend the SU Executive Committee where finances are being discussed at the invitation of the committee (without the right to vote).

12 TLSU Clubs and Societies

- 12.1 TLSU Clubs and Societies shall be governed by the rules set out in Appendix II.
- 12.2 Any funding given from the SU budget will be at the discretion of the Executive Committee. It is likely that no grants will be issued to clubs or societies who have failed to submit accurate accounts in the previous academic year.

13 Constitutional Amendments and Votes of Confidence

- 13.1 The general meeting has authority to amend the Constitution, provided that the resolution is carried by a majority of at least two-thirds of the voting members present. The amendments must be approved by the Board of Governors of Trinity Laban.
- 13.2 All proposed amendments to the Constitution must be made in accordance with [Schedule II](#). Proposed amendments are not subject to further amendments at the general meeting.
- 13.3 The constitution is subject to approval by the Trinity Laban Board of Governors, at least once every five years.
- 13.4 Where Members of TLSU feel that any Officer of the TLSU is failing to perform their reasonable duties then a motion on a vote of no confidence may be called via an Extraordinary General Meeting. The Executive Committee shall call a vote of no confidence on receipt of a written petition from at least one hundred Members of TLSU. Upon receipt of a valid petition, the Executive Committee will arrange an Extraordinary General Meeting within fourteen days. The subject of the vote of no confidence will have the right to speak in their own favour at the Extraordinary General Meeting. There will be an enhanced quorum of 20 Members of TLSU for a vote of no confidence and proxy votes are disallowed.
- 13.5 If members of the Executive Team feel that any other Executive or Non-Executive officer is failing to perform their reasonable duties and/or are not adequately engaging with the activities of the TLSU Executive Committee, they shall have the right to call for that officer's dismissal. A meeting of the TLSU Executive committee shall be called, at which the subject of the call for dismissal shall have the opportunity to defend themselves, or submit evidence which explains and excuses their inability to perform their duties. A vote based on a simple majority shall take place, with the following options: a) the subject is dismissed from their TLSU Executive Committee duties, or b) the subject remains a member of the TLSU Committee. c. With a probation period. On a case-to-case basis
 - 13.5.1 Failure to perform reasonable duty, and adequate engagement with TLSU can be defined as, but not limited to: not performing duties outlined in the job description, missing 3 consecutive TLSU Committee meetings without prior apologies, failure to carry out any activities or tasks designated by the President, no contact with any SU representative without explanation.

14 Affiliations and reciprocal arrangements

- 14.1 The Executive Committee may provisionally agree an affiliation to an external organisation or body, or a reciprocal membership arrangement with another Students' Union subject to giving at least fifteen working days' notice to the membership.

- 14.2 All affiliations and reciprocal arrangements can be entered into without approval by the Executive Committee, but will be signed off by the general meeting and annual review at the Annual General Meeting. There shall be provision for a ballot on any particular affiliation if requested by two thirds of the membership voting at the meeting.
- 14.3 The AGM shall receive a report with a list of the current affiliations and reciprocal arrangements, with details of the subscriptions or fees paid to the organisations. The report shall also be circulated to all members. The Trinity Laban Board of Governors shall also annually receive the list of affiliations and reciprocal arrangements.

15 Complaints Procedure

- 15.1 TLSU defines a complaint against it as *“any expression of dissatisfaction by an eligible person or persons about their dealings with TLSU.”*
- 15.2 Complaints about the TLSU will be dealt with in accordance with Appendix III to this Constitution. Complaints about the Conservatoire which fall under the definition as set out in the Student Complaints Procedure should be made under those procedures which can be found at:
<https://moodle.trinitylaban.ac.uk/course/view.php?id=434>.
- 15.3 A debrief of all TLSU related complaints filed on the complaints log will take place at the yearly AGM

16 Indemnity

Every Officer, Appointee or Member of Staff of TLSU shall be indemnified out of the assets of TLSU against all losses or liability which they may sustain or incur in or about the execution of the office or otherwise in relation thereto. No Officer, Appointee or Member of Staff of TLSU shall be liable for any loss, damage or misfortune that may happen to or be incurred by TLSU in the execution of his or her duties, of his or her Office or in relation thereto: provided that nothing in this clause will affect their liability for the consequences of any negligent act on their part.

17 Interpretation

- 17.1 TLSU meetings, elections and referenda shall be held only during Trinity Laban academic teaching weeks with the exception of the TLSU handover period during the last two weeks of July.
- 17.2 In the event of a challenge to the interpretation of the Constitution, the ruling of the Executive Committee shall be sought.
- 17.3 In the event of a challenge to the decision of the Executive Committee, the General Meeting shall review the matter and make a final ruling.

Schedules to the Constitution

Schedule I: Elections and Referenda

Part 1: Elections for Officers

1.1 Returning Officer:

The Returning Officer shall be responsible for overseeing the fair administration of the election process for officers of TLSU and referenda. The Returning Officer shall be fulfilled by the SU Administrator as the existing member of staff of Trinity Laban Conservatoire of Music and Dance. The Returning Officer may appoint a Deputy Returning Officer in conjunction with the TLSU President and/or an election committee to assist with the process if requested by the Returning Officer. Any deputy appointed by the Returning Officer may not run for any post in the election nor act as the proposer for any motion through a referendum. Where the SU Administrator is unavailable or the role is unfilled at the time of any relevant election, the current SU President shall agree to appoint a Returning Officer, who must be an existing member of staff of Trinity Laban Conservatoire of Music and Dance, in consultation with the Registrar and Director of Academic Services of Trinity Laban or their nominee.

1.2 All Executive and Non-Executive officers shall be elected in the summer term in accordance with the academic calendar. Ad hoc elections may occur at any point during the year if a role has not been fulfilled, at the discretion of the Executive Committee.

1.4 The Executive Committee, with the approval of the Returning Officer, shall publicise the date(s) via email, posters, website and social media, of any election or referendum and a copy of the electoral regulations at least ten working days before the ballot. The Executive Committee, with the approval of the Returning Officer, shall take all reasonable steps, using a range of methods of communications, to disseminate the notice to all members. The vote shall not be invalidated by any inadvertent failure to reach a member.

1.5 The list of candidates for any election, together with the proposer and seconder, all of whom must be Members of TLSU, shall be displayed through all mediums of communication no later than one institutional working day following the closure of nominations.

1.6 Completed nomination forms must be handed to the Returning Officer no later than 6pm on the day of close of relevant nominations, together with a manifesto (see clause 1.8). The forms shall clearly specify the post for which the candidate is running, and shall be signed by the candidate, proposer and seconder, all of whom must be full Members of TLSU.

1.7 Manifestos and Publicity:

- 1.7.1 Candidates may produce a manifesto of no more than one side of A4 paper.
- 1.7.2 Candidates may also use posters, social media and emails for their campaign.
- 1.7.3 No manifesto or written matter on social media and email may mention any other Member of TLSU, and may not make, explicitly or implicitly, any false, libellous or offensive statements.
- 1.7.4 Before publication, all manifestos must be approved by the Returning Officer.
- 1.7.5 Manifestos shall be displayed by appropriate media of communication, such as posters, via email, website, social media and any other form that the Returning Officer feels is suitable. Hard copies shall be kept in the offices at King Charles Court and Creekside and shall be available upon request.
- 1.7.6 The Returning Officer, in consultation with the SU Executive, shall approve arrangements for candidates to have equal opportunities to publish posters and other promotional materials. Any posters must comply with building regulations. The material of any poster must be non-defamatory and without reference, explicit or implicit, to other Candidates. All posters must be approved and signed by the Returning Officer before being posted.
- 1.7.7 Removal of posters without the permission of the Returning Officer or his/her assistant(s) acting under this Clause of the Constitution is strictly prohibited.
- 1.7.8 Once all manifestos have been received, and at least one working day before voting opens, the Executive Committee will organise a hustings at which the Candidates running for a sabbatical position can address the Student body. This will take the form of a small individual spoken presentation from each Candidate and a subsequent Q&A session chaired by a member of the Executive Committee.
- 1.7.9 A student may not be nominated for more than one post in the same election.
- 1.7.10 Voting for the posts of TLSU Committee shall take place via the student learning platform (moodle) which is setup and monitored by the Returning Officer
- 1.7.11 All full Members of TLSU are eligible to vote in TLSU elections.
- 1.7.12 Members who are unable to vote because of illness or unavoidable absence may nominate a member to act as a proxy or email their vote. The proxy may cast a vote on production of written authorization from the absent member. If they choose to email their vote, they will send this to the Returning Officer.
- 1.7.13 Voters shall have the option to reject all the candidates and to call for the reopening of nominations (RON).

1.8 Voting system:

- 1.8.1 Candidates will be elected by a first past the post voting method, by which the candidate that receives the most votes wins. In the event of a tie, voting will start again for the candidates who have tied.
- 1.8.2 In the event of any post being re-opened through the RON procedure, nominations shall immediately be re-opened and a subsequent election held within the next seven working days of College term. The RON procedure may not be used in that election.

1.9 Issues and complaints

- 1.9.1 Requests for guidance on the interpretation of the electoral/voting regulation shall be referred to the Returning Officer and then to the Registrar and Director of Academic Services of Trinity Laban, whose decision shall be final.
- 1.9.2 Complaints and allegations of misconduct regarding any matter relating to an election shall be addressed to the Returning Officer, who has a wide discretion as to appropriate outcomes and whose decision shall be final. Outcomes may include, but are not limited to, voiding and re-running the election as well as removing the right of a TLSU Member to stand for election or to vote in an election. The Returning Officer may also refer any allegations of misconduct in relation to the electoral/voting process to the Registrar and Director of Academic Services as a matter to be considered under the TL Student Disciplinary Procedures.

Part 2: Appointment of the TLSU Sub-Team Representatives

- 2.1 The TLSU President and SU Administrator will be responsible for the administration of the appointments.
- 2.2 Applications will open after the elections for all TLSU Executive Officers have been confirmed, but no later than the end of the summer term.
- 2.3 Applications of no more than 200 words will be sent to the TLSU President and SU Administrator by the applicant themselves no later than the advertised deadline (applications will be open for one week from Monday 9am to Friday 5pm) expressing their preference for which sub-team role they would like to fulfil.
- 2.4 A list of candidates and their applications will be circulated to the incoming TLSU Executive committee on the next working day of the SU administrator
- 2.5 The incoming TLSU executive committee will review all applications and reach a decision by the end of the following week.

- 2.6 A simple majority vote system will be used to determine the results of the incoming Sub-Team. If a decision (reword) cannot be made, the President will make a casting vote.
- 2.7 If the MT Sub-Team Representative is not applied for, the TLSU executive team can take on an additional member as a 'spare' in place of this specified department.

Part 3: Referenda

- 3.1 A referendum may be held on any issue (except a vote of no confidence) at the request of two-thirds of TLSU present at a general meeting to call one. All full members of TLSU may vote.
- 3.2 The Executive Committee of TLSU shall call a referendum on receipt of a written petition detailing the issue from at least fifty members of TLSU.
- 3.3 The Returning Officer shall be responsible for deciding the appropriate wording of the question on the referendum voting paper.
- 3.4 The arrangements for voting in a referendum shall be the same as those for an election, as in [Schedule I, Part 1](#).
- 3.5 The result of a referendum will take priority over any existing TLSU policy on the same issue.

Schedule II: Conduct of general meetings

These standing orders shall apply to all general meetings of TLSU including annual, ordinary and extraordinary general meetings.

Part 1: Membership

- 1.1 Only full members of the TLSU may speak and vote at meetings.
- 1.2 Non-members of TLSU may attend meetings as guests by a simple majority vote of the meeting. Guests may not vote and may not speak, unless invited to do so by the Chair.
- 1.3 The President shall convene and chair meetings, with any Executive Officer of the Executive Committee authorised to do so in the absence of the President.
- 1.4 The business of the meeting shall be taken in the following order:
 - 1.4.1 Apologies for absence
 - 1.4.2 Minutes and Matters Arising

- 1.4.3 Reports, statements and motions submitted and published in notices convening the meeting
- 1.4.4 Any Other Business
- 1.4.5 Date of next Meeting, if appropriate
- 1.5 Following ratification of the minutes as an accurate record of the meeting, members may raise any matters arising. Such questions shall be allowed for the purposes of information only, rather than for further discussion of the item.

Part 2: The Chair

- 2.1 The President of TLSU shall take the chair; In case they are absent or relinquish the chair, it shall be taken by an Executive Officer of TLSU. Failing such, the meeting shall choose the Chair.
- 2.2 The Chair shall have sole authority to interpret the standing orders and to rule on the conduct of business not otherwise covered by the standing orders.
- 2.3 The Chair shall be responsible for maintaining order. All members are expected to give The Chair due respect and attention.

Part 3: Discussion

- 3.1 Members wishing to speak shall raise their hand, and when invited to do so. The Chair shall determine priority for members to speak.
- 3.2 No member may use hurtful, derogatory or obscene language. In the event of such incidents, the Chair shall ask the member to withdraw the remark. In case they fail to comply with the request, they shall be obliged to leave the meeting.

Part 4: Voting

- 4.1 Each member shall have one vote. In the event of an indecisive vote, the Chair shall, additionally, have a casting vote.
- 4.2 Voting on motions shall be by show of hands or as the meeting decides.
- 4.3 Proxy votes are permitted and counted on issues that have been stated prior to the meeting, but votes will not be counted for new issues raised during the meeting.
- 4.4 The Chair shall count the votes.

Part 5: Papers

- 5.1 Printed or online copies of the agenda shall be available at the start of any formal meeting and at least seven days before the meeting.

- 5.2 The Chair shall sign the ratified minutes to confirm their status as the formal record of the meeting.
- 5.3 Minutes of general and other TLSU meetings shall be taken by the TLSU officer or member appointed for such purpose by the Chair.
- 5.4 A copy of the draft minutes of each formal meeting will be made available to members of TLSU through appropriate means within ten institutional working days of the meeting. The ratified minutes of each meeting (i.e. as approved by the meeting) shall be made available through appropriate means as soon as possible following the meeting.

Part 6: Quorum

- 6.1 If a quorum is not present within quarter of an hour from the advertised starting time; the formal meeting will be closed the meeting may agree to adjourn to another date or continue informally to gather information and views on matters of urgent business.

Appendices to the Constitution

Appendix I: Job Descriptions

1 The President

This role is full-time, and therefore should be filled by a graduate of Trinity Laban or a student who interrupts their study for a year.

- Be a sabbatical officer from August 1st to July 31st, with a minimum commitment of 35 hours per week.
- Partake in a paid handover period prior to the beginning of the term of office (a week or two in July).
- Organise a Freshers' Fortnight at the start of the year for all incoming students (with TLSU officers as necessary).
- Prepare a TLSU Handbook (with TLSU Officers and Administrator as necessary) to be distributed during Freshers' Week(s); outlining what students can expect during Freshers' Week, as well as general life at TL, and what TLSU offers, including information on clubs and societies .
- Have responsibility for the day-to-day running, overall well-being and administration of TLSU with support of the SU Administrator.
- Chair TLSU Meetings and other Meetings as appropriate and delegate a minute-taker.
- Be the principal contact with the appropriate Officers and Staff of Trinity Laban and with outside bodies.
- Be a representative for the Board of Governors' and Academic Board of Trinity Laban, and be responsible for assigning other TLSU officers to other committee meetings and working groups.
- Be a signatory on the bank account(s) of TLSU.
- Produce an annual budget in conjunction with the SU Administrator, Officers and professional help from outside TLSU (accountant). The budget will outline, customary events and working practices of TLSU. This should be approved by the Executive Committee and then by the Trinity Laban Director of Finance.
- Have responsibility for TLSU facilities, premises and property, and management of any employees.
- Convene TLSU Meetings subject to the provision of the Constitution, and Schedules to the Constitution.
- Organise and manage events for the year with assistance from other officers when needed, including the annual summer ball.
- Oversee the Brand and Communications Officer's promotion and marketing of TLSU's activity and presence within Trinity Laban, all forms of social media and website maintenance in collaboration with the SU Administrator. Support the Dance Officer by overseeing the organisation of classes and workshops.
- Support the Music Officer by overseeing the planning and development of music department specific workshops, particularly musical theatre.
- Be responsible for dealing with students' concerns, aspirations and problems, with other TLSU officers if necessary.
- Adhere to the Terms and Conditions of Employment of the Fixed Term Contract.

- To manage, delegate jobs and tasks to the Officers and Sub-Team Representatives .
- Be a Member of the Committee of the Association of the London Colleges of Music (ALCOPA).
- Accept all duties enumerated throughout the Constitution where relevant to the position of President of TLSU.
- Accept all duties enumerated throughout the Constitution where relevant to the position of President of TLSU.
- To join student disciplinary panels as appropriate.

The current salary is £24,000 for the year, paid monthly.

2 Officers

All Officers will receive a discretionary honorarium of £400 per term. If an Officer does not fulfil the requirements of the position, then they may not receive the full amount.

2.1 Music Officer

This role should be filled by a student of the Music Faculty. They report to the President of TLSU.

- Participate in a handover period of induction and training prior to the beginning of the term of office, and, if requested, attend further training and development during the year.
- Share responsibility for the day-to-day running, overall wellbeing and administration of TLSU.
- Attend committee meetings delegated to you by the President.
- Ensure that all social events, classes and TLSU activities are well publicised to every Trinity Laban student in conjunction with the Brand and Communications Officer.
- Organise classes and workshops to compliment music faculty students' specific programmes.
- Coordinate the hiring of lockers by Faculty of Music students and facilitate the hiring of lockers by Musical Theatre Students at Laurie Grove in conjunction with the Sub-Team MT Representative.
- Be responsible for the day to day running of the music student union office when the President is not available.
- Support the TLSU team throughout the year.
- In conjunction with the President, be responsible for dealing with music students' concerns, aspirations and problems in relation to their courses at Trinity Laban and represent them at relevant meetings.
- Be available for the Freshers' Fortnight to help with the running of the events and welcoming students to Trinity Laban.
- Meet as necessary with appropriate members of Trinity Laban staff to develop and/or maintain a system for the election of Student Representatives.
- Keep in close contact with Music Faculty Student Representatives to ensure any issues are raised and solved in the appropriate manner.

- Hold regular Academic Music Team meetings, and invite the student representatives to attend.
- Ensure that the music students are happy with the academic provision from the college and make sure that the Student Body is represented on as many sub-committees and course boards as possible.
- Attend all music undergraduate (including Musical Theatre) and postgraduate course committee meetings.
- Ensure that the Undergraduate and Postgraduate Music Officers, and the Musical Theatre Officer, are supported in their roles.
- Attend regular TLSU meetings, and all Trinity Laban meetings delegated by the President that have relevance to the position. If you cannot attend for any reason, you must find an alternative attendee to ensure SU representation.
- Undertake all tasks delegated to you by the President.
- Take initiative in the development and improvement of TLSU, putting your ideas forward to the TLSU Executive Committee.
- Present half-termly verbal and termly written reports on your progress in the role to the President and SU Administrator.
- Accept all duties enumerated throughout the Constitution where relevant to the position of Music Officer of TLSU.
- To join students disciplinary panel as appropriate.

2.2 Dance Officer

This role should be filled by a student of the Dance Faculty. They report to the President of TLSU.

- Participate in a handover period of induction and training prior to the beginning of the term of office, and, if requested, attend further training and development during the year.
- Share responsibility for the day-to-day running, overall wellbeing and administration of TLSU.
- Attend committee meetings delegated to you by the President.
- Ensure that all social events, classes and TLSU activities are well publicised to every Trinity Laban student.
- Organise regular classes and workshops to compliment dance faculty students' specific programmes.
- Be responsible for the day to day running of the dance student union office when the President is not available.
- Support the TLSU team throughout the year.
- In conjunction with the President, be responsible for dealing with dance students' concerns, aspirations and problems in relation to their courses at Trinity Laban and represent them at relevant meetings.
- Be available for the Freshers' Fortnight to help with the running of the events and welcoming students to Trinity Laban.
- Meet as necessary with appropriate members of Trinity Laban staff to develop and/or maintain a system for the election of Student Representatives.

- Maintain in close contact with Dance Faculty Student Representatives to ensure any issues are raised and solved in the appropriate manner.
- Hold regular Academic Dance Team meetings, and invite the student representatives along.
- Ensure that the dance students are happy with the academic provision from the college and make sure that the Student Body is represented on as many sub-committees and course boards as possible.
- Attend all dance undergraduate and postgraduate course committee meetings.
- Ensure that the Undergraduate and Postgraduate Dance Officers are supported in their roles.
- Attend regular TLSU meetings, and all Trinity Laban meetings delegated by the President that have relevance to the position. If you cannot attend for any reason, you must find an alternative attendee to ensure SU representation.
- Undertake all tasks delegated to you by the President.
- Take initiative in the development and improvement of TLSU, putting your ideas forward to the TLSU Executive Committee.
- Present half-termly verbal and termly written reports on your progress in the role to the President and SU Administrator.
- Accept all duties enumerated throughout the Constitution where relevant to the position of Dance Officer of TLSU.
- To join student disciplinary panels as appropriate

2.3 Events Officer

This role can be filled by any student. They report to the President of TLSU.

- Participate in a handover period of induction and training prior to the beginning of the term of office, and, if requested, attend further training and development during the year.
- Share responsibility for the day-to-day running, overall wellbeing and administration of TLSU.
- Ensure that all social events, classes and TLSU activities are well publicised to every Trinity Laban student in conjunction with the Brand and Communications Officer.
- Advertise all classes and workshops that are arranged to the whole student body, and to staff members where appropriate in conjunction with the Brand and Communications Officer.
- Support the TLSU team throughout the year.
- Be available for the Freshers' Fortnight to help with the running of the events and welcoming students to Trinity Laban. This is a particularly important time of year for this role as there will be lots of events to promote on social media.
- Design a series of weekly events in the Bar Downstairs and publicise these to all students.
- Discuss specific events with the relevant officers of TLSU and help them to make them a reality.
- Promote and champion involvement in, and the success of, student societies and sports clubs.

- Ensure that all society and club events, classes and activities are well publicised to every Trinity Laban student in conjunction with the Brand and Communications Officer.
- Attend regular TLSU meetings, and all Trinity Laban meetings delegated by the President that have relevance to the position. If you cannot attend for any reason, you must find an alternative attendee to ensure SU representation.
- Undertake all tasks delegated to you by the President.
- Take initiative in the development and improvement of TLSU, putting your ideas forward to the TLSU Executive Committee.
- Present half-termly verbal and termly written reports on your progress in the role to the President and SU Administrator.
- Accept all duties enumerated throughout the Constitution where relevant to the position of Events Officer of TLSU.
- Act as bar manager for The Bar Downstairs ensuring stock is taken regularly, informing the SU Administrator what stock to order, facilitating shopping trips to acquire stock if need be, and manage the shift patterns and allocations in conjunction with the President and SU Administrator.
- To join student disciplinary panels as appropriate

2.4 Welfare Officer

This role can be filled by any student. They report to the President of TLSU.

- Participate in a handover period of induction and training prior to the beginning of the term of office, and, if requested, attend further training and development during the year.
- Share responsibility for the day-to-day running, overall wellbeing and administration of TLSU.
- Ensure the views of students from minority groups are represented in all of TLSU's work.
- Represent, where necessary, members of TLSU that together form a minority group within the student body.
- Oversee activities relating to financial hardship, funding and employment issues.
- Support and champion campaigns and activities on welfare issues (including mental health, sexual health, personal safety, and others).
- Work with and promote Trinity Laban support services, such as Student Services, the Health Centre, Learning Support and the Counselling Service.
- Be available for the Freshers' Fortnight to help with the running of events and welcoming students to Trinity Laban.
- Take an active role in any welfare and sustainability campaigns and promote these to students.
- Attend regular TLSU meetings, and all Trinity Laban meetings delegated by the President that have relevance to the position; including the Sustainability Working Group. If you cannot attend for any reason, you must find an alternative attendee to ensure SU representation.
- Undertake all tasks delegated to you by the President.

- Take initiative in the development and improvement of TLSU, putting your ideas forward to the TLSU Executive Committee.
- Present half-termly verbal and termly written reports on your progress in the role to the President and SU Administrator.
- Accept all duties enumerated throughout the Constitution where relevant to the position of Welfare Officer of TLSU.
- To facilitate all EDI based events in conjunction with The Events Officer and The Brand and Communications Officer.
- Act as an approachable, friendly contact point for international students, referring them to the appropriate professional services, both internally and externally, and monitoring their progress.
- Raise awareness of any disadvantages suffered by international students in their education and welfare with the authorities of the college and campaign for remedial action.
- Promote the interests of international members within the Students' Union and ensure that international students are participating in activities they enjoy.
- Welcome all Turing scheme, or foreign exchange, students and help them to adjust to life at TL.
- Ensure that the views of LGBTQ+ students are represented in all of TLSU's work.
- Act as a general point of contact for all students who identify as part of the LGBTQ+ community at TL.
- Work with TLSU to raise awareness of relevant LGBTQ+ campaigns, e.g. LGBTQ+ History Month.
- Ensure that the views of students from minority backgrounds are represented in all of TLSU's work.
- Represent any member of TLSU who experiences racism. In the Equality Act 2010, race means your colour, or your nationality (including your citizenship). It can also mean your ethnic or national origins, which may not be the same as your current nationality.
- Be responsible for representing issues facing disabled students at Trinity Laban and to encourage the participation of these students in the work of TLSU and the life of TL.
- To join student disciplinary panels as appropriate.

2.5 Brand and Communications Officer

This role can be filled by any student. They report to the President of TLSU.

- Participate in a handover period of induction and training prior to the beginning of the term of office, and, if requested, attend further training and development during the year.
- Share responsibility for the day-to-day running, overall wellbeing and administration of TLSU.
- Attend committee meetings delegated to you by the President.
- Be responsible for the continuity and appearance of all TLSU communications, providing templates for other Officers as necessary.
- Oversee all TLSU social media platforms, ensuring brand continuity.

- Advertise all TLSU events as required by the rest of the Executive team.
- Assist the SU Administrator and President on maintaining the TLSU Website
- Attend regular TLSU meetings, and all Trinity Laban meetings delegated by the President that have relevance to the position; including the Sustainability Working Group. If you cannot attend for any reason, you must find an alternative attendee to ensure SU representation.
- Undertake all tasks delegated to you by the President.
- Take initiative in the development and improvement of TLSU, putting your ideas forward to the TLSU Executive Committee.
- Present half-termly verbal and termly written reports on your progress in the role to the President and SU Administrator.
- Accept all duties enumerated throughout the Constitution where relevant to the position of Brand and Communications Officer of TLSU.
- To join in student disciplinary panels as appropriate.

3 Sub-Team Representatives :

All Sub-Team Representatives will receive merit-based honorarium, as decided by the executive team, conditional to the amount of work put in.

3.1 Musical Theatre Sub-Team Representative

This role should be filled by a student of Musical Theatre Faculty. They report to the TLSU Executive Team

- Assist the TLSU Executive Committee with general SU matters including, but not limited to, event coordination and setup, and the production of student resources.
- Add to the breadth of student representation within TLSU
- Engage in all TLSU Campaigns, Events and Business as the executive committee sees fit
- Contribute feedback to the TLSU Executive Committee and wider TL community on TL matters
- To act in consideration of recommendations made by Officers and the President of TLSU
- Supply information to, but shall not attempt to counsel, students who have welfare concerns respecting confidentiality at all times. When necessary, shall refer students to the Trinity Laban's Counselling and Student Support team or other relevant organisations.
- Keep in close contact with the Musical Theatre Student Representatives to ensure any issues are raised and solved in the appropriate manner.
- Attend all Musical Theatre Programme Committee meetings, and Musical Theatre Student-Staff Liaison Groups.

- Whilst being specifically assigned to a role, be required to work with other members of the TLSU Executive team to support them with their work as required.

3.2 Events Sub-Team Representative

This role can be filled by any student. They report to the TLSU Executive Team

- Assist the TLSU Executive Committee with general SU matters including, but not limited to, event coordination and setup, and the production of student resources.
- Add to the breadth of student representation within TLSU
- Engage in all TLSU Campaigns, Events and Business as the executive committee sees fit
- Contribute feedback to the TLSU Executive Committee and wider TL community on TL matters
- To act in consideration of recommendations made by Officers and the President of TLSU
- Supply information to, but shall not attempt to counsel, students who have welfare concerns respecting confidentiality at all times. When necessary, shall refer students to the Trinity Laban's Counselling and Student Support team or other relevant organisations.
- Be specifically assigned to working with the Events Officer by supporting them in their duties in fulfilling their role which can include, but not limited to, event management, planning, bar stocking, and working with TLSU Societies to achieve their goals.
- Whilst being specifically assigned to a role, be required to work with other members of the TLSU Executive team to support them with their work as required.

3.3 Welfare Sub-Team Representative

This role can be filled by any student. They report to the TLSU Executive Team

- Assist the TLSU Executive Committee with general SU matters including, but not limited to, event coordination and setup, and the production of student resources.
- Add to the breadth of student representation within TLSU
- Engage in all TLSU Campaigns, Events and Business as the executive committee sees fit
- Contribute feedback to the TLSU Executive Committee and wider TL community on TL matters

- To act in consideration of recommendations made by Officers and the President of TLSU
- Supply information to, but shall not attempt to counsel, students who have welfare concerns respecting confidentiality at all times. When necessary, shall refer students to the Trinity Laban's Counselling and Student Support team or other relevant organisations.
- Be specifically assigned to working with the Welfare Officer by supporting them in fulfilling their duties in fulfilling their role which can include, but is not limited to, assisting in planning all EDI related posts and events as well as supporting TL's International, LGBTQ+, Diverse and Disabled Students.
- Whilst being specifically assigned to a role, be required to work with other members of the TLSU Executive team to support them with their work as required.

3.4 Academic Sub-Team Representative

This role can be filled by any student. They report to the TLSU Executive Team

- Assist the TLSU Executive Committee with general SU matters including, but not limited to, event coordination and setup, and the production of student resources.
- Add to the breadth of student representation within TLSU
- Engage in all TLSU Campaigns, Events and Business as the executive committee sees fit
- Contribute feedback to the TLSU Executive Committee and wider TL community on TL matters
- To act in consideration of recommendations made by Officers and the President of TLSU
- Supply information to, but shall not attempt to counsel, students who have welfare concerns respecting confidentiality at all times. When necessary, shall refer students to the Trinity Laban's Counselling and Student Support team or other relevant organisations.
- Be specifically assigned to working with the Academic Officers (Music & Dance) by supporting them in fulfilling their duties in fulfilling their role which can include, but is not limited to, giving student feedback on programme experience, help ensure student issues from an academic perspective come to light and ensuring the student body is represented in as many sub-committees as possible.
- Whilst being specifically assigned to a role, be required to work with other members of the TLSU Executive team to support them with their work as required.

3.5 Sub-Team Representative

This role can be filled by any student and is only filled if an MT Sub-Team Representative is not applied for or assigned. They report to the TLSU Executive Team

- Assist the TLSU Executive Committee with general SU matters including, but not limited to, event coordination and setup, and the production of student resources.
- Add to the breadth of student representation within TLSU
- Engage in all TLSU Campaigns, Events and Business as the executive committee sees fit
- Contribute feedback to the TLSU Executive Committee and wider TL community on TL matters
- To act in consideration of recommendations made by Officers and the President of TLSU
- Supply information to, but shall not attempt to counsel, students who have welfare concerns respecting confidentiality at all times. When necessary, shall refer students to the Trinity Laban's Counselling and Student Support team or other relevant organisations.
- Work with all Executive Officers as needed by supporting them in fulfilling their duties in fulfilling their role

4 Employed Staff Members:

These roles will be hired through application and interview and are not elected positions.

4.1 Students' Union Administrator –

- Provide a range of administrative and other support to the work of TLSU.
- Help to ensure continuity of systems and processes between periods of office.
- Support officers in fulfilling their manifesto aims.
- Build a strong relationship with the TLSU team and the student body.
- Ensure that feedback systems are representative and relevant to the student experience.
- Act as the returning officer for all elections and referenda.
- Help to produce and distribute marketing materials.
- Assist in the handover of presidencies.
- Help the President to organise and file financial reports, statements, invoices and receipts.
- Liaise with Room Bookings for TLSU events and societies.
- Research and assist in the implementation of union development strategies.
- Update and maintain the TLSU Website alongside the President.
- Liaise with officers on requirements for upcoming events, workshops, classes or campaigns, as well as help with publicity.

- Help the President with the day-to-day running of the Bar Downstairs, and with the purchase and sale of merchandise.

Large events/campaigns which require additional admin and attention throughout the year:

- Elections (planning March-April) (delivery May-June)
- Officer handovers (planning June) (delivery July) incoming and outgoing officers
- Officer Training (August)
- Freshers (planning June-August) (delivery September-October)
- Summer Ball (hold date year in advance, planning from January) (event end of June)

Worth noting these events/activities also feature regularly in the year:

- Pride (July)
- Officer Training (August)
- Black History/Futures Month (October)
- Target student wellbeing, settling in, mental health, sexual health (November)
- Diwali (November)
- Re-Freshers Party (planning November – December, event(s) January)
- Target student finance, budgeting, money saving (Totum cards) (December)
- Holiday Period: Hanukah, Christmas; schedule social media posts and emails – especially for vulnerable students about accessing support during holidays, being safe, can include info about alternative ways to spend Christmas and what to do if staying in UK.
- Target eating disorders/problematic eating, good exercising habits, being healthy, food tips and food budgeting etc. (January)
- CoLab / Wellbeing related events – usually assist with Launch party (February)
- Rag Week (possibly March?)

Appendix II: Clubs and Societies

1 Starting a Club/Society

- 1.1** All TLSU clubs and societies must abide by the values laid out in the constitution and relevant equalities laws.
- 1.2** New clubs and societies need to run unique core activities without overlapping with pre-existing groups.
- 1.3** In order to be ratified, clubs and societies must be inclusive and open to all current students.
- 1.4** The group needs to attract at least 15 student members in order to go ahead, and the students must sign-up providing their name, email address and signature.
- 1.5** Any TLSU students' club or society shall be recognised by the TLSU Executive Committee, if the President and Executive Committee can see there is enough interest for said club and/or society to go ahead.

2 Running a Club/Society

2.1 Structure

- 2.1.1** Every club or society must have a committee that will consist of at least 3 members, to be composed of 2 elected officers and 1 committee member. Up to 5 additional members may be co-opted onto the committee at the discretion of the committee.
- 2.1.2** The committee may select its own structure as long as there is always a President and a Treasurer.
- 2.1.3** The Committee will meet as necessary, and not less than three times a year.

2.2 Annual General Meeting

- 2.2.1** An Annual General Meeting (AGM) will be held every year between 1st and 30th June, in order to achieve the following:
 - a) To receive the annual report of the President on the activities of the club or society over the course of the year.
 - b) To approve the minutes of the previous AGM.
 - c) To approve the financial report of the year, prior to submission to the SU Executive Committee.
 - d) To approve any amendments to the Constitution, including changing the structure of the club/society committee.
 - e) To elect the new committee of the club/society.

- 2.2.2 All members will be notified in writing at least 2 weeks before the date of the AGM, giving the venue, date and time.

2.3 Finance

- 2.3.1 An account may be maintained on behalf of the club/society, a bank agreed by the committee. There will be two signatories on the bank account for the year – the Treasurer and the President of the club or society. The signatories must not be related nor members of the same household.
- 2.3.2 Records of income and expenditure will be maintained by the Treasurer and a financial statement given at each meeting.
- 2.3.3 All money raised by or on behalf of the club/society is only to be used to further the aims of the group, as specified in item 2 of their constitution.

2.4 Governance

- 2.4.1 Every ratified TLSU society must provide a constitution to the Students' Union Executive Committee, which is to be agreed on by vote of the club/society members at their Annual General Meeting.
- 2.4.2 Amendments to the constitution may only be made at the Annual General Meeting or an Extraordinary General Meeting, and will require a two thirds majority of those present and entitled to vote, as well as fulfilling the meeting quorum.
- 2.4.3 Any constitutional changes must then be submitted to the Trinity Laban Students' Union for approval.

2.5 Support

- 2.5.1 Every society will receive support from VP: Events & Societies in order to realise their individual goals
- 2.5.2 Any funding given from the SU budget will be at the discretion of the Executive Committee and will be no more than £300 per club/society, per year.

3 Abeyance and Dissolution

3.1 Abeyance

- 3.1.1 If no one runs for election to the committee of a club/society, or one elected position remains unfilled for a term, then the club/society will be held in abeyance pending further interest in continuing activities.

3.2 Dissolution

- 3.2.1 If a meeting, by simple majority, decides that it is necessary to close down the group it may call an Extraordinary General Meeting to do so. The sole business of this meeting will be to dissolve the group.
- 3.2.2 If it is agreed to dissolve the group, all remaining money and other assets, once outstanding debts have been paid, will be donated to Trinity Laban Students' Union.

Appendix III: Complaints

1 Definition and eligibility

- 1.1 TLSU defines a complaint against it as: *“any expression of dissatisfaction by an eligible person or persons about their dealings with TLSU or any person, persons or organisations operating on its behalf.”*
- 1.2 Any Member or group of Members dissatisfied with their dealings with TLSU may make a complaint.
- 1.3 Any person or group of persons who are eligible for membership but who have exercised their right to opt-out may make a complaint if they believe they have been unfairly disadvantaged as a result of exercising that right.
- 1.4 Any person employed by TLSU to provide services to its Members and is dissatisfied with their dealings with TLSU may make a complaint.

2 Raising a complaint

2.1 Informal Complaints

- 2.1.1 In the first instance you should attempt to resolve the complaint by having an informal discussion either with the person most directly involved, or with the Vice-President with responsibility for the area in question. You can contact them in person or via email to their published email address. If you are unsure who to contact, you can speak with the President of the Students' Union informally.
- 2.1.2 The officer responsible for answering the complaint will deal with complaints fairly and promptly, conducting a proportionate investigation where necessary. You should expect to receive a complaint within ten calendar days of you raising the complaint with them.
- 2.1.3 We expect that most complaints will be resolved by an informal discussion. There may also be an opportunity for mediation.

2.2 Formal Complaints

- 2.2.1 Where a complaint was unable to be resolved satisfactorily at the informal stage, a complaint may be raised directly with the President of the Students' Union. Where the President of the Students' Union is the subject of the complaint, the complaint may be raised directly with the Vice-President from the faculty to which the President does/did not belong.
- 2.2.2 Formal complaints must be made within 40 calendar days of the incident giving rise to the complaint; be made in writing; set out the subject matter of the complaint and the

outcome the complainant is seeking; and include any evidence on which you seek to rely.

2.2.3 In exceptional circumstances, and at the discretion of the President of the Students' Union, it may be possible to consider a formal complaint which has been made outside of the time frame set out above.

2.2.4 The Students' Union will keep a copy of any formal complaints received and the outcomes determined, and notify the Registrar and Director of Academic Services or their nominee. The Students' Union will report annual to the Trinity Laban Board of Governors on any formal complaints received and outcomes determined. All data will be anonymised.

2.3 Investigation of Complaints

2.3.1 The Officer receiving a formal complaint will conduct a full, fair and proportionate investigation and determine an outcome within 28 calendar days of receipt of the complaint.

2.3.2 The Officer may request further information from the complainant and may interview related parties with the consent of those parties.

2.3.3 Where it is not possible to determine an outcome within 28 calendar days, the Officer will keep the complainant informed of the reasons for any delay and an estimated time frame for conclusion.

2.3.4 The Officer investigating will determine all findings of fact; investigate whether there are any mitigating circumstances; and determine an outcome. The basis of any finding of fact or outcome will be a reasonable judgment on the balance of probabilities. The outcome of the complaint will be provided in writing to the complainant and the subject of the complaint.

2.3.5 The Officer has a wide discretion in respect of determining outcomes which are within the power of the Students' Union. Available outcomes include but are not limited to:

- i) Suspension from membership of the Students' Union for a period of up to one academic year;
- ii) Expulsion from membership of the Students' Union;
- iii) Referral of the matter to the Trinity Laban Student Disciplinary Procedure where relevant and appropriate; and/or
- iv) The referral of an Executive or Non-Executive Officer for a vote of no confidence.

2.3.6 If the complaint relates to alleged criminal behaviour, the Officer will consider relevant guidance as to the investigation of complaints which may also constitute criminal behaviour, and may suspend investigation pending a criminal investigation and/or refer the matter to the Trinity Laban Student Disciplinary Procedures.

2.4 Review of Complaints

- 2.4.1 Where a complaint has not been upheld, the complainant will be advised of their right to request a review of the decision within ten calendar days of the date the decision of the President (or Vice-President) was communicated to the complainant.
- 2.4.2 A review will be conducted by the Registrar and Director of Academic Services or their nominee and will consider whether the investigation was conducted fairly; any determinations or findings of fact were reasonable; and whether the outcome was reasonable in the circumstances. The decision of the Registrar and Director of Academic Services or their nominee will be final.
- 2.4.3 The complainant will be advised of the outcome of the review within 15 working days of receipt of the request for a review.
- 2.4.4 All formal complaints will be documented in the TLSU Formal Complaints log and will be debriefed at the yearly AGM.