TLSU Complaints Log TLSU AGM

Year	Surname	Forename	Programme	Date Received	Complaint Againt (TLSU Member and Position)
BMus 4	Stahlmann	Anouska	Bmus V2	21/11/2023	Adriana Garcia-Pinilla (President)

28.06.23 Paper 06

Nature of Complaint		
	Local Reolution	TLSU Team Member Investigating (and Position)
The complaintant was displeased with Adriana's email conduct reagrding TLSU showing games from the World Cup and claimed TLSU were supporting anti-LGBT causes and profiting off of human rights violations. The complaint also discussed a miscommunication with Adriana's statements being contradictory	Initial email communications between the complaintant and the TLSU President to resolve the matter without persuing a formal complaint	Emma Gerrett (VP of Welfare)

Outcome		Conlcusion	
Formal Complaint	Date of Completion	Final Outcome	Learning
The complaintant emailed VP of Music, Euan Holwill on November 21st with the complaint. This was then handed over to Emma Gerrett, as the nature of the complaint was more suited to the VP of Welfare	21/12/2022	No further action to be taken	Based on the evidence provided in the report and conversations the VP of Welfare had with the complaintant and the TLSU President, that we will now find ways to ensure clarity going forward, such as checking sensitive emails with another member of the team prior to sending them out

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