

# App Drivers & Couriers Union

Boundary House, Cricket Field Road

Uxbridge, UB8 1QG

**Email:** [office@adcu.org.uk](mailto:office@adcu.org.uk)

**Web:** <https://adcu.org.uk>



## ADCU Complaint Policy

### Purpose

To provide a fair and consistent process for handling complaints about members, officials, staff, or ADCU services, in line with ADCU Rules.

### Scope

This policy applies to:

- Conduct of ADCU members, officials, or staff.
- Breaches of ADCU Rules.
- Decisions or actions taken by ADCU officers, the NEC, or committees.

This policy does **not** cover:

- Private disputes between members outside of the ADCU.
- Matters already subject to legal proceedings.

### Eligibility

Only active members may lodge complaints.

Complaints must:

- Be made during an active membership.
- Be submitted within 12 weeks of the incident while membership is active. Complaints received after this period will be dismissed.
- Not relate to periods outside of active membership. Complaints from non-members will be dismissed. If membership is cancelled, any ongoing complaints will be closed and dismissed.

### How to Complain:

Submit the following:

- Your name, membership number, and contact details.
- A description of the issue, including dates, times, and any supporting evidence.
- The outcome you are seeking.

Send your complaint by:

- **Email:** office@adcu.org.uk
- **Post:** ADCU Complaints Officer, App Drivers and Couriers Union, Boundary House, Cricket Field Road, Uxbridge, UB8 1QG
- **In person:** To the Office Manager or designated Complaints Officer.

## Process

1. **Acknowledgement** – Within 7 working days.
2. **Initial Check** – Confirm membership status and whether the matter falls within ADCU's remit.
3. **Investigation** – An impartial investigator is appointed by the NEC. The subject of the complaint has up to 14 days to respond.
4. **Decision** – The NEC (excluding anyone involved) reviews the findings and decides the outcome under Rule 8.
5. **Outcome Letter** – Issued within 12 weeks where possible.
6. **Appeal** – A written appeal may be submitted within 30 days to the NEC. It will be reviewed by an independent NEC panel or an external advisor. The decision is final.

## Possible Outcomes:

- Informal resolution or mediation.
- Apology or explanation.
- Policy or procedure change.
- Training or mentoring.
- Disciplinary action under Rule 8.
- No action if the complaint is not upheld.

## Malicious Complaints

False, malicious, or disruptive complaints will be dismissed and may result in disciplinary action under Rule 8.

## Review

This policy will be reviewed every two years, or earlier if laws or rules change.

## ADCU Complaints Process Flowchart



**App Drivers & Couriers Union (ADCU) Complaint Form**  
(Active Members Only)

**1. Member Details**

Full Name: \_\_\_\_\_  
Membership Number: \_\_\_\_\_  
Branch: \_\_\_\_\_  
Contact Number: \_\_\_\_\_  
Email Address: \_\_\_\_\_

**2. Active Membership Confirmation**

☐ Yes - I am an active ADCU member.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**3. Complaint Details**

Date of Incident(s): \_\_\_\_\_  
Location: \_\_\_\_\_  
Name(s) of person(s) the complaint is about (if known): \_\_\_\_\_

**4. Description of Complaint:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**5. Evidence:**

\_\_\_\_\_  
\_\_\_\_\_

**6. Desired Outcome:**

\_\_\_\_\_  
\_\_\_\_\_

**7. Declaration:**

I declare that the information provided is true and accurate to the best of my knowledge. I understand that making a malicious or false complaint may result in disciplinary action under ADCU Rule 8.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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**Submission Options:**

- **Email:** [office@adcu.org.uk](mailto:office@adcu.org.uk)
- **Post:** ADCU Complaints Officer, App Drivers and Couriers Union, Boundary House, Cricket Field Road, Uxbridge, UB8 1QG
- **In person:** To the Office Manager or designated Complaints Officer.