

App Drivers & Couriers Union

First Central 200, 6th Floor, 2 Lakeside Drive,
London, NW10 7FQ

Email: 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, First Central 200, 6th Floor, 2 Lakeside Drive, London, NW10 7FQ
- **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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(Active Members Only)

Submission Options:

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- **In person:** To the Office Manager or designated Complaints Officer.