ADCU Complaints Policy

1. Purpose

This policy explains how the App Drivers & Couriers Union (ADCU) receives and handles complaints fairly and confidentially. It separates general complaints under the ADCU Rule Book from complaints about office and casework services. The ADCU Rule Book 2026 takes precedence where applicable.

2. Types of complaint

A. General complaints: complaints concerning the conduct of members or elected officials, breaches of Union Rules, governance matters, or allegations of discrimination, harassment or bullying. These follow the relevant Rule Book provisions, particularly Rules 8, 18 and 20.

B. Office and casework complaints: concerns about the administration or handling of services, including delays, lack of updates, poor communication, membership administration or how an individual case has been managed. These follow the operational procedure in section 5B.

Employment grievances raised by ADCU employees are dealt with under the relevant staff procedures. Complaints about the handling of casework do not themselves overturn legal assistance or funding decisions under Rule 17.

3. Who can complain

Only active ADCU members may lodge a complaint. Complaints must:

- i) Relate to a matter that occurred during an active period of membership;
- ii) Be submitted while the member's membership is active; and
- iii) Be submitted within 12 weeks of the incident. Complaints submitted after the 12-week period will normally be dismissed.

An exception may be considered where exceptional circumstances reasonably prevented the member from submitting the complaint within 12 weeks. Acceptance of a late complaint is at the discretion of the General Secretary and President. Complaints relating to any period when the individual was not an active member will not be considered.

Complaints from non-members will be dismissed. If a member cancels or otherwise ends their membership while a complaint is ongoing, the complaint will be closed and no further action will be taken.

4. How to make a complaint

A complaint should provide the member's name, membership number, contact details, a description of the issue, relevant dates and evidence, and the outcome requested.

Office and casework complaints should initially be sent to casework@adcu.org.uk for review by the Senior Caseworker. If escalation is required, the Senior Caseworker forwards the complaint and relevant records to the Office Manager at office@adcu.org.uk. General complaints under Rule 20 must be addressed in writing to the General Secretary.

Complaints may be submitted by:

- Email: office@adcu.org.uk for general complaints, or casework@adcu.org.uk for office and casework complaints.
- Post: ADCU Complaints Officer, App Drivers & Couriers Union, First Central 200, 6th Floor, 2 Lakeside Drive, London, NW10 7FQ.
- In person: To the Office Manager or designated Complaints Officer.

5. Complaints procedures

A. General complaints, Rule Book procedure

Step 1: The member writes to the General Secretary with the details and the rule allegedly breached. The General Secretary responds within seven days of receipt and first seeks informal resolution, including mediation where appropriate (Rules 20.4–20.5).

Step 2: If informal resolution or mediation is rejected by either party, the General Secretary refers the complaint to the NEC to investigate and report its findings (Rule 20.6).

Step 3: The member may appeal in writing to the NEC, giving the grounds of appeal, and may subsequently appeal the NEC decision to the AGM (Rules 20.7–20.8). Disciplinary appeals under Rule 8.3 must be made in writing to the General Secretary within 30 days.

Formal allegations of discrimination, harassment or bullying must be investigated without delay by the NEC under Rule 18.4. Relevant elected representatives must be recused. Confidentiality and disclosure in Rule 20.9 must be respected.

B. Office and casework complaints, operational procedure

Stage 1, Senior Caseworker: The member sends the complaint to casework@adcu.org.uk. The Senior Caseworker reviews the complaint, casework notes, correspondence and actions taken, and seeks to resolve the matter where possible. A written response will normally be provided within 20 working days. If the complaint concerns the Senior Caseworker, it will go directly to the Office Manager.

Stage 2, Office Manager: If the member remains dissatisfied, they may request a review within 20 calendar days of receiving the Stage 1 response. The Senior Caseworker forwards the complaint and relevant records to the Office Manager at office@adcu.org.uk. The Office Manager reviews the complaint, the evidence available and the actions taken to determine whether the case was handled appropriately and whether the correct procedures were followed. A written response will normally be provided within 20 working days. Any staff management or employment issues arising from the complaint will be dealt with separately by the Office Manager under Rules 9.2–9.3.

Stage 3, ADCU President: If the member remains dissatisfied after Stage 2, they may request a final internal casework service review within 20 calendar days of receiving the Stage 2 response. The Union President reviews the complaint, the case record and the previous decisions. A written response will normally be provided within 28 working days. The President's decision is final under this internal casework complaints procedure.

Where a complaint concerns the person who would ordinarily review it, it must be allocated to an appropriate alternative reviewer. Staff employment or disciplinary matters remain with the Office Manager under Rules 9.2–9.3. Any matter reserved to the NEC must be referred to the Rule Book procedure. Operational response periods are targets; the member should be informed of material delays.

6. Possible outcomes

Outcomes may include an explanation, apology, correction of an administrative error, further casework update, service improvement, referral to the appropriate decision-maker, or no further action. The procedure does not create a new entitlement to legal funding or assistance.

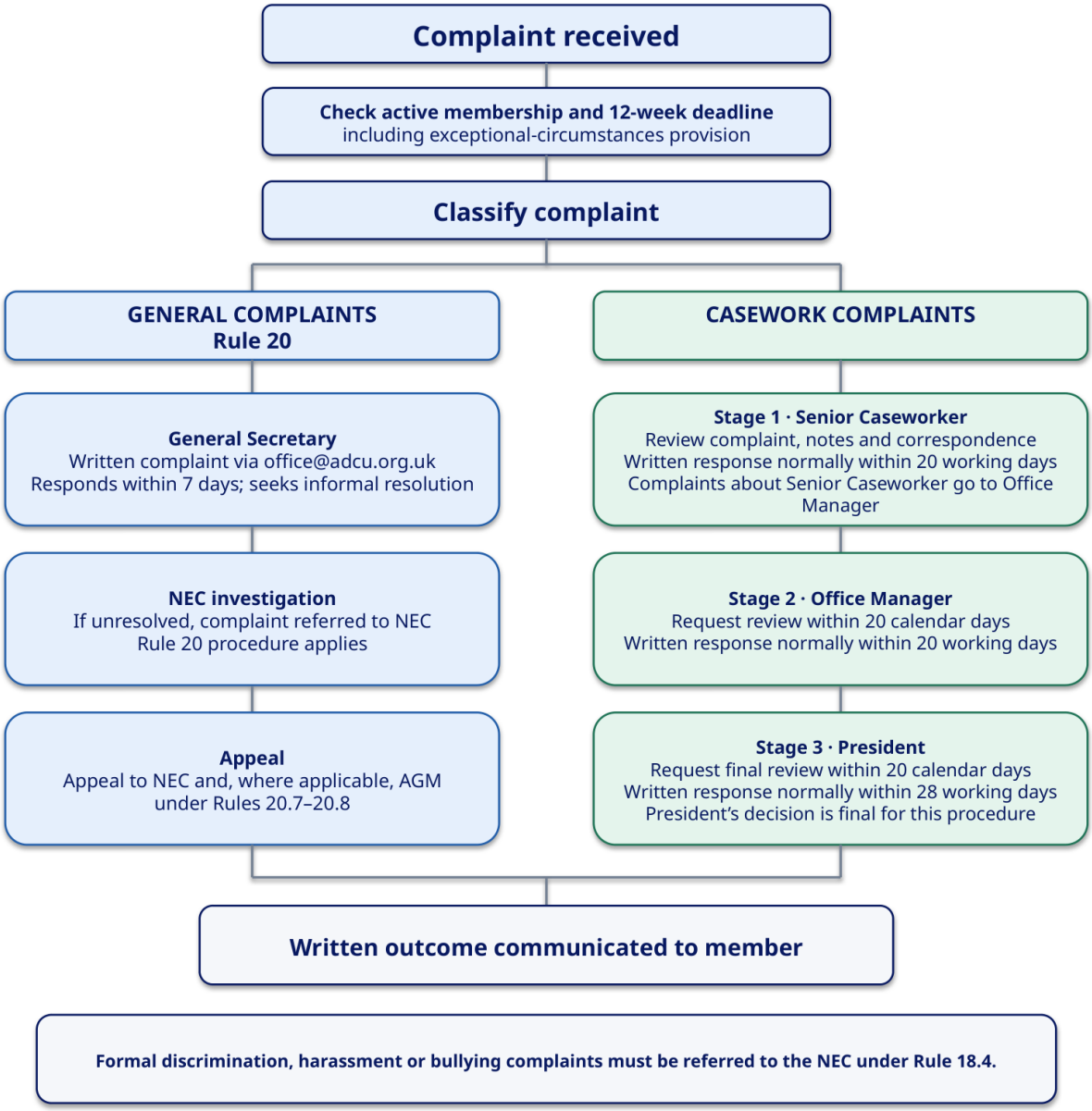
7. Fairness and confidentiality

Complaints will be considered impartially, with appropriate records and an opportunity for anyone complained about to respond. Information will be shared only as appropriate, subject to the disclosure provisions of Rule 20.9. A complaint is not malicious simply because it is not upheld. Deliberately false or abusive complaints may be addressed under applicable Union Rules following fair consideration.

8. Records and review

ADCU will keep a secure record of the complaint, membership check, correspondence, evidence, reviews and outcome. This policy will be reviewed every two years, or sooner if the Rule Book or applicable law changes.

Complaints Process Flowchart



Formal discrimination, harassment or bullying complaints must be referred to the NEC under Rule 18.4.

9. Complaint form and submission instructions

Members should complete the separate ADCU Complaint Form, available as a fillable PDF, and provide relevant evidence or supporting documents. For lengthy complaints, a separate written statement may be attached.

General complaints: Submit the completed form in writing to the General Secretary via office@adcu.org.uk. Where Rule 20 applies, identify the Union Rule alleged to have been breached.

Office and casework complaints: Send the completed form to casework@adcu.org.uk for initial investigation by the Senior Caseworker. If the member requests escalation or the matter remains unresolved, the Senior Caseworker forwards the complaint and findings to the Office Manager at office@adcu.org.uk.

Complaints may also be submitted by post to: ADCU Complaints Officer, App Drivers & Couriers Union, First Central 200, 6th Floor, 2 Lakeside Drive, London NW10 7FQ; or in person to the Office Manager or designated Complaints Officer. General complaints under Rule 20 must be addressed in writing to the General Secretary.