



Lancaster University Students' Union

Complaints Form

Personal Details

Complainant Name: BEN GOLDSWORTHY

NB. If several students have the same complaint, then you should name one person here to act as spokesperson.

Complaint

Please provide overleaf:

- * A description of your complaint, including date(s) of incident(s) about which you are complaining.
- * Any other students wishing to make the same complaint (name, college and contact details)
- * Any action(s) taken so far to resolve the issue(s) e.g. Who you have contacted so far in connection with the complaint and what response (informal or formal) you may have received.
- * What outcome/resolution do you seek from this complaint
- * A list of any supporting evidence, which relates to your complaint e.g. emails, copies of letters, witness statements etc... [please remember to enclose/attach these with this form when you return it to the Complaints Coordinator]

Should you require advice or assistance in completing this form, or in relation to any other aspect of the Complaints Procedure, this may be obtained from the Union Complaints Co-ordinator:

Description of your complaint:

I am making a complaint against the following:

- [REDACTED], CCO: LGBTQ+
- The LGBTQ+ exec
- if not included above, the co-complainants of [REDACTED]

complaint

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

Following an article I wrote in *The Tab*, [REDACTED] & co. have harassed both myself and Pendle JCR, and spread false statements about myself, Pendle JCR & Pendle College using her role as CCO: LGBTQ+ and theirs as the exec of the LGBTQ+ association.

They have:

- attacked the JCR privately with a letter that assumed not just guilt, but collective guilt and demanded an apology - this was a JCR of largely freshers, two weeks into the job, and the consensus was that everyone felt accused and demoralised by the letter
- implied that Pendle College is an unsafe space and that the JCR are transphobic (e.g. moving LGBTQ+'s weekly meetings from Pendle Rooms to Charles Carter on this basis)
- claimed that I am transphobic, a 'victim blamer' and issue hate speech
- harassed me with a baseless complaint through LUSU that took up my time and, if I was less able to deal with it could have been a very stressful experience

[REDACTED] specifically has disappointed in her role of CCO: LGBTQ+. Whilst everyone should always feel safe making a complaint, it was [REDACTED]' job to investigate the matter before making a decision and to assume impartially that there was no ill will present and that it was more than likely a misunderstanding to be cleared up. [REDACTED] has not done this - they immediately assumed guilt and began their campaign of harassment and defamation, whilst not at any point in the preceding month contacting either myself or *The Tab*. This is a gross failure of professional conduct on their part.

[REDACTED] specifically has gone on to harass Pendle JCR President [REDACTED] claiming that she is "confrontational" and "unprofessional".

Please include details of any other complainants in this section (names, student number, email)

Informal Complaint Details

■■■■■ has blocked me on Facebook and has not returned my emails. I do not expect this to change.

I have consulted with members of Pendle JCR and LUSU Councillors and we agree that is justified and the right course of action.

N.B. Any action(s) taken so far to resolve the issue(s) e.g. Who you have contacted so far in connection with the complaint and what response (informal or formal) you may have received.

What outcome/resolution you seek from this complaint?

I request a public statement issued by the LGBTQ+ association and posted on their website, Facebook, newsletter and other social media outlets that:

- a) apologises for the poor handling of the issue from the members of the exec + the CCO
- b) reiterates that Pendle JCR and ALL of its members are not transphobic, do not condone hate speech or discrimination, and that Pendle Rooms is a safe space for all students

I will not request that they return their meetings to Pendle Rooms, nor anything more than that they clear up after a mess of their own creating, restore any damage done to Pendle College or Pendle JCR's reputations and acknowledge that they have behaved unprofessionally throughout this, and in a manner unbecoming of the trust placed in them in their positions.

I hasten to add that this is not some sort of victory lap. I do not ask that they mention my name specifically, only that of Pendle JCR's. If they wish to apologise to me personally, then I will leave that up to their own consciences.

N.B. You are asked to note that this is your preference only, and places no restriction on the outcome of the operation of the Complaints Procedure.

Documentation Attached

Relevant documentation supplied by ■■■■■ and ■■■■■ in previous complaint investigation.

N.B. Please provide a list of any supporting evidence, which relates to your complaint e.g. emails, copies of letters, witness statements etc... [please remember to enclose/attach these with this form when you return it to the Complaints Coordinator]

I declare that to the best of my knowledge all of the information I have supplied is true, accurate and complete.

Signature: _____ Date: 2016-03-03

Once completed please return this form, and any supporting evidence to:

_____, Union Complaints Co-ordinator, Lancaster University Students' Union
