



EDI Caucus (EDICa) complaints process

The EDICa team seeks to resolve all complaints, bar those of a serious nature, informally within EDICa through a discussion between the complainant and the relevant individual wherever possible – for both internal and external complaints.

We would envisage that most complaints could be dealt with internally as an HR matter by referring to the internal Heriot-Watt University (HWU) HR complaints policy and procedure (or Northumbria University if relevant to team members based there). Investigations of external complaints will be dealt with in the first instance through HWU and will also refer to HWU Guidelines.

- For internal complaints from members of the EDICa team employed at HWU: [HWU Grievance Policy](#)
- For internal complaints from members of the EDICa team employed at Northumbria: [Northumbria Grievance Policy](#)
- For external complaints: [HWU Complaints Handling Procedures for Members of the Public and Students](#)

Where a serious allegation of misconduct is made then the EDI Caucus leadership will work with the ESRC investment manager and potentially an external person to investigate.

There is a key distinction between complaints within the team and complaints from external people. Although we recognise that complainants may wish to remain anonymous, we acknowledge there are possible tensions between anonymous complaints and the rights of individuals with respect to vexatious complaints.

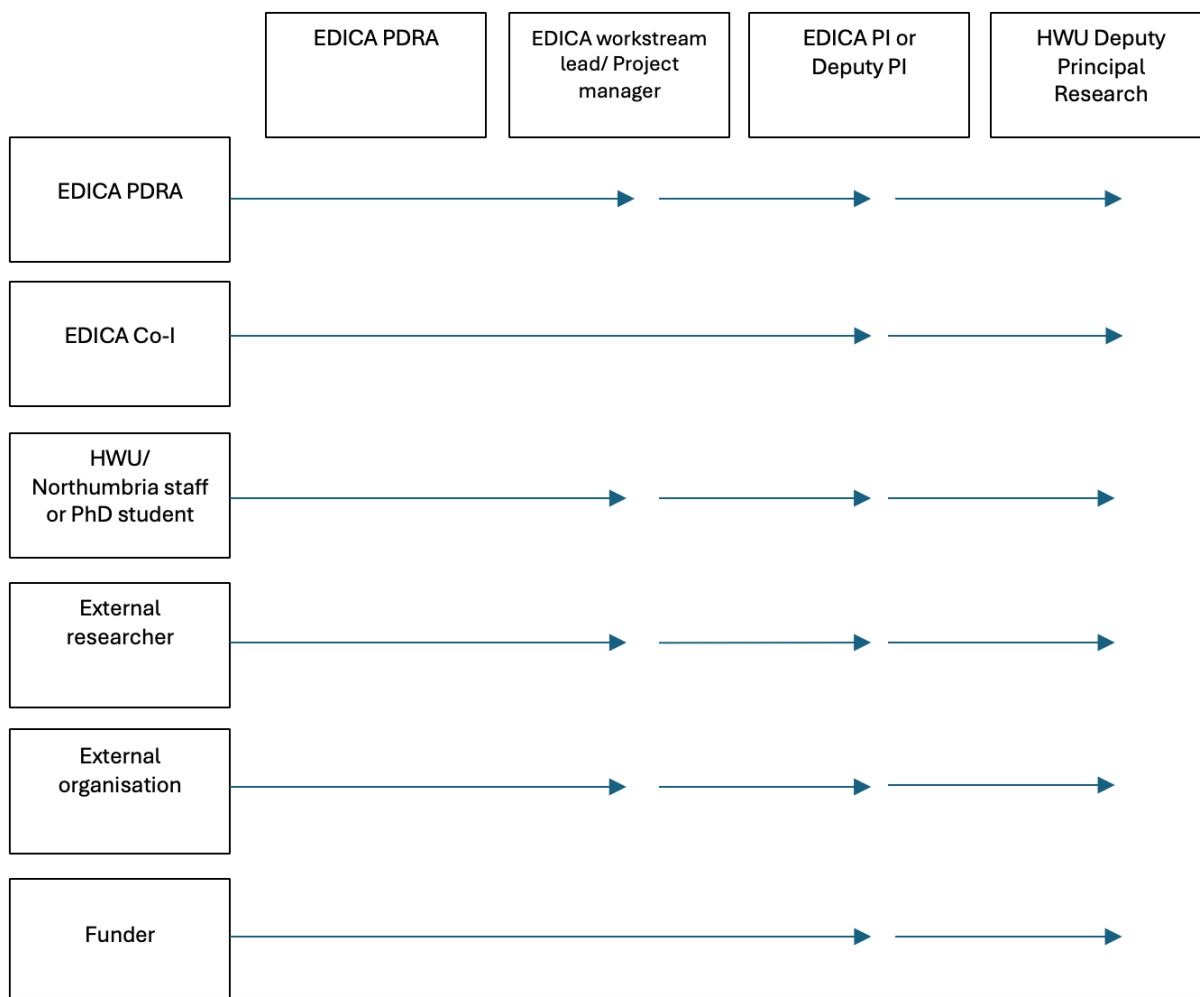
For any cross-institutional complaints within the team they will be dealt with in the first instance by the relevant workstream lead or the project manager.

Figure 1 maps out what this process essentially means for the EDI Caucus depending on who the complaint is from and how it will be managed. And Figure 2 outlines the stages of the complaints process.



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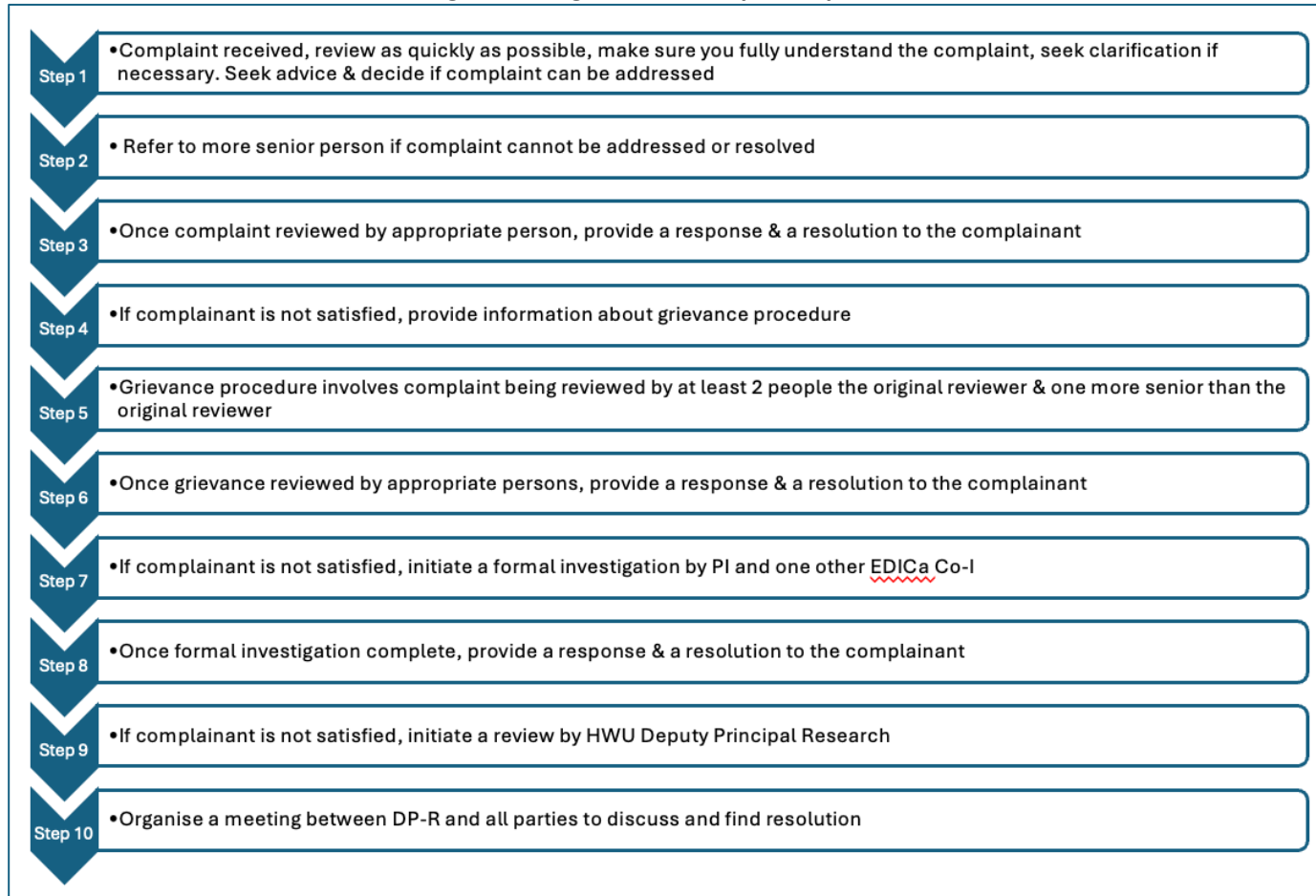
Figure 1: Mapped complaints process according to complainant





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Figure 2: Stages of the complaints process



**Where the complaint is about a senior person the expectation is that it would be escalated to their line manager or equivalent*