



# GEAS SUPPORT AND COMPLAINTS

This is a quick guide on how to direct suggestions and concerns to the committee, or if needed, how to directly contact the EUSA Societies Team. Our full complaints procedure and support form can be accessed at:

[geas.org.uk/complaints](https://geas.org.uk/complaints)

## SUGGESTIONS

If you have any suggestions to improve the running of the society, this could be a feature to add to the Discord or a way to make the society more accessible, then please email us directly. While all suggestions will be discussed by the committee and replied to, we can't guarantee that they will all be implemented.

You can send your suggestions to the committee at the address below, we will get in touch within a week of receiving a suggestion:

[geas.committee@gmail.com](mailto:geas.committee@gmail.com)

## COMPLAINTS

The society has a robust complaints procedure in place for when things go wrong, this could be: bullying, harassment, breach of Member Responsibilities or other society policy. All complaints will be handled discretely and fairly.

These should be made to the Equality and Wellbeing Officer, either by the welfare email or the support form (available at the link above). Alternatively, you can contact the President or any other Executive Committee member privately on Discord.

[geas.welfare@gmail.com](mailto:geas.welfare@gmail.com)

## COMMITTEE COMPLAINTS

Should you want to raise a complaint about one or more members of the Committee, then you may make them to a member of the EUSA Societies Team. They will then investigate the issue independently and impartially, before determining the outcome of the case.

The Societies Team can be contacted at the address below, from which they will direct your concerns to the right person:

[societies@eusa.ed.ac.uk](mailto:societies@eusa.ed.ac.uk)