

CAMBRIDGE SU ELECTION & REFERENDUM COMPLAINTS PROCEDURE

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1. Submitting a complaint

- 1.1. Any current student member of The University of Cambridge may submit a complaint if they believe a candidate, or their campaign team, has broken any of the Cambridge SU Leadership Election or Referendum rules.
- 1.2. Complaints must be registered using the [Elections & Referendum Complaints Form](#). This will require:
 - 1.2.1. Your name, CRSid, and contact email address.
 - 1.2.2. The name of the candidate/the campaign team involved.
 - 1.2.3. The rule(s) the candidate or their campaign team is alleged to have broken.
 - 1.2.4. Evidence of the rule(s) being broken.
- 1.3. Complaints relating to the rules, conduct of candidates, their campaign team, the election or referendum process, organisation of the election or referendum, or polling can be registered at any time from the moment Campaigning opens until the close of voting. These dates are set out in the election/referendum timeline.
- 1.4. Only complaints about the conduct of the count will be considered after the close of voting. These must be received within 24 hours of the completion of the count.
- 1.5. If for any reason you are unable to submit a complaint using the [Elections & Referendum Complaints Form](#), please contact the Elections Team via elections@cambridgesu.co.uk.

2. The Election Team

- 2.1. The Election Team are the support staff for the election and referendum to the Deputy Returning Officer and Returning Officer.
- 2.2. The Election Team will assess the submitted complaint, ensuring all sections have been completed.
 - 2.2.1. They will only be able to refer the complaint to the Deputy Returning Officer once the relevant sections are complete.
- 2.3. In the case where a section has not been completed, the election team will contact the complainant to receive the relevant information.
- 2.4. All sections must be completed by:
 - 2.4.1. The close of voting for complaints regarding items under 1.3.
 - 2.4.2. Within 24 hours of the completion of the count for complaints regarding the count.
- 2.5. If you have any queries or concerns about any aspect of the rules, the election/referendum, or its process, you can contact the election team via elections@cambridgesu.co.uk who are able to offer guidance or clarification of a ruling or the rules without an official complaint, this will also not be considered as an official complaint.

3. The Deputy Returning Officer

- 3.1. Following checks by the Election Team, if the complaint contains all the required information, the complaint will be referred to the Deputy Returning Officer.
- 3.2. When a complaint is referred to the Deputy Returning Officer, they will consider the complaint and decide on the most appropriate action. This can include:
 - 3.2.1. Close the complaint (no further action)
 - 3.2.2. Issue a sanction, up to and including removing a candidate.
 - 3.2.3. Refer the complaint to the Union's Grievance and Complaints Process or Member Disciplinary Procedure. If the complaint would involve a serious admission of civil or criminal liability, the Deputy Returning Officer should automatically refer the complaint to the Board of Trustees.
- 3.3. Once an outcome has been decided, the Deputy Returning Officer will contact all relevant parties with the outcome and the ruling will be available on the SU website.
- 3.4. Any Student Member may appeal to the Returning Officer to overturn the decision.

4. The Returning Officer

- 4.1. You are able to appeal rulings to the Returning Officer by emailing elections@cambridgesu.co.uk. Appeals must be submitted within 48 hours of the announcement of the decision.
- 4.2. When appealing a ruling, address your email to the Returning Officer stating the ruling you're appealing. You must include either;
 - 4.2.1. New evidence that wasn't considered by the Deputy Returning Officer, or;
 - 4.2.2. Where evidence was reviewed by the Deputy Returning Officer, provide detail as to where the evidence was not reviewed in the correct context.
- 4.3. If one of the above is not included, an appeal will not be considered.
- 4.4. Where an appeal can be referred to the Returning Officer, they will consider the appeal further and decide on the most appropriate action. This can include:
 - 4.4.1. Close the appeal and uphold the ruling.
 - 4.4.2. Overturn the ruling.
 - 4.4.3. Refer to the Union's Grievance and Complaints Process or Member Disciplinary Procedure. If the complaint involved a serious admission of civil or criminal liability, the Returning Officer should automatically refer the complaint to the Board of Trustees.
- 4.5. Once an outcome has been decided, the Returning Officer will contact all relevant parties with the outcome and the ruling will be available on the SU website.

5. Results

- 5.1. Results cannot be counted until complaints and appeals to the Deputy Returning Officer and Returning Officer which were received before the deadline and which could affect the outcome of the result have been resolved.

6. The Junior Proctor

- 6.1. If the Student Member who submitted the appeal, or any election candidate affected by the outcome of the appeal, is dissatisfied by the outcome of their appeal to the Returning Officer, they shall have the right to further appeal to the Junior Proctor.