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| **BYE-LAW (4): Conduct, discipline and complaints** |
| **Discipline of Members** | 1. The conduct and discipline of all Full, Associate, Alumni and Honorary Life DSU Members shall be governed by the Unions’ Code of Conduct and Disciplinary For Members Procedure.
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| **Discipline and Conduct of Staff** | 1. The conduct and discipline of members of staff shall governed by their contracts of employment, terms and conditions and the Union Staffing Protocol.
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| **Complaints** | 1. Complaints about service delivery, Sabbatical and Student Trustees and Part-Time Student Officers shall be dealt with via the Complaints Procedure. Members who complain will also be referred to the mechanisms for the removal of officers set out in the Articles of Association.
2. Any complaint about a member of DSU staff will be dealt with according to the Complaints Procedure and the Staffing Protocol.
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| **Executive Committee Officer Protocol**  | 1. All Sabbatical Officers shall comply with the governing Staffing Protocol.
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| **Policy Review** |  7. The Board of Trustees shall review all conduct, discipline and complaints policies every 3 years.  |