

BY-LAW XX. JUNIOR MEMBERS

Definitions

- 1 For the purpose of this By-Law, the following words shall have the following meaning
- 'Junior Member' shall include any person admitted by the College to read for a First or Higher Degree or Diploma who is, or is to be, matriculated, any Visiting Student and any visitor accepted by the College as a member of the Junior or Middle Common Room.
 - 'expulsion' shall mean the permanent loss of membership of the College and of the University.
 - 'rustication' shall mean the withdrawal of the right of access to all of the premises or facilities of the College and may be for a fixed period or pending the fulfilment of specified conditions or indefinite.
 - 'suspension' shall mean the withdrawal of the right of access as above either as an interim measure pending further investigation or where action is required in a non-disciplinary situation and may be for a fixed period or pending the fulfilment of specified conditions or indefinite.
 - 'harassment' shall mean a course of unwarranted behaviour such as to cause and as may reasonably be expected to cause such distress or annoyance as seriously to disrupt the work or substantially to reduce the quality of life of another person.
 - 'Fitness to Study Panel': the University has established a Fitness to Study panel to determine matters concerning a student's fitness to study within a common framework across departments/faculties and colleges.

Disciplinary Code

- 2 No Junior Member shall intentionally or recklessly
- (a) disrupt or attempt to disrupt teaching or study or research or the administrative, sporting, social or other activities of the College or properties managed directly or indirectly by the College including the Jacqueline du Pré Music Building;
 - (b) disrupt or attempt to disrupt the lawful exercise of freedom of speech by members or employees of the College or visitors to the College;
 - (c) obstruct or attempt to obstruct any Officer, employee or agent of the College in the performance of his or her duties;
 - (d) damage or deface any property of the College or of any member, Officer or employee of the College, or knowingly misappropriate such property;
 - (e) occupy, use, or attempt to occupy or use any property or facilities of the College except as may be authorised by the University or College authorities concerned;
 - (f) forge or falsify any University or College certificate or document or knowingly make false statements concerning standing or results obtained in examinations;
 - (g) engage in any activity likely to cause injury or impair safety;

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- (h) engage in violent, indecent, disorderly, threatening or offensive behaviour or language;
 - (i) engage in the harassment of any member, visitor, employee or agent of the College;
 - (j) engage in any fraudulent or dishonest behaviour in relation to the College or the holding of any College Office;
 - (k) refuse to disclose her name and other relevant details to an Officer or an employee or agent of the College in circumstances where it is reasonable to require such information to be given;
 - (l) use, offer, sell or provide to any person, drugs, the possession or use of which is illegal;
 - (m) engage in conduct in breach of the Statutes and Regulations of the University published from time to time;
 - (n) use unfair means in any College examination or test;
 - (o) engage in conduct in breach of regulations for the use of the College Library published from time to time;
 - (p) engage in conduct in breach of any other College regulation or order published from time to time;
 - (q) engage in any improper conduct which is substantially detrimental to the interests of the College.
- 3 Every undergraduate shall receive a copy of the Official Student Handbook and shall abide by the requirements therein.
- 4 Every member of the Middle Common Room shall receive a copy of the Official Student Handbook and shall abide by the requirements therein.

Disciplinary Procedures

- 5 The Dean shall be responsible for maintaining the discipline of Junior Members and initiating appropriate action if there is reason to believe that a breach of the Code of Discipline has occurred. The Dean shall be empowered to impose on any Junior Member guilty of a disciplinary offence an appropriate penalty including but not limited to a fine not exceeding £50, 'community service', or rustication for a period not exceeding one week. The Dean may also exclude a Junior Member's name for consideration in the annual room ballot for College accommodation.
- 6 The Dean shall investigate any alleged breach of the Code by a Junior Member and shall be empowered (where the seriousness of the alleged breach justifies it) to suspend the Junior Member with immediate effect until the disciplinary process is complete.
- 7 The Dean may require any Junior Member to attend for interview at a time and place specified. The notification shall normally be in writing and give at least 24 hours notice. The notification shall give particulars of the alleged breach. At a disciplinary interview with the Dean a Junior Member may

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either

(a) admit the alleged breach, in which case the Dean shall elicit all information relevant to the penalty and impose an appropriate penalty or warning.

or

(b) deny the alleged breach, in which case the Dean shall continue an investigative process. Either the Dean or the Junior Member may request evidence to be provided by other persons.

8 At any stage in the procedure the Dean may, if she considers it appropriate in all the circumstances, refer the matter to the Disciplinary Committee. A Junior Member may herself appeal to the Disciplinary Committee if she disputes either the Dean's finding of a breach or the penalty imposed.

9 On receipt of a reference or appeal under paragraph 8, the Chairman of the Disciplinary Committee shall arrange for the matter to be considered at a hearing at a time and place stipulated, giving written notice to the Junior Member concerned and any witnesses whose attendance is required. The notice of the hearing shall state the details of the alleged breach of rules. The Junior Member may be accompanied by a junior or senior member of the College community if she so wishes.

10 At the hearing, the Chairman shall explain the procedure to be followed and shall read out, in the case of a reference from the Dean, the alleged breach of the rules, or, in the case of an appeal by the Junior Member against a ruling by the Dean, the finding of the breach and the penalty against which the appeal is directed. The Committee shall invite evidence from the Junior Member and from any witness whose evidence they consider may be significant.

11 At the conclusion of the hearing the Junior Member shall withdraw and the Committee shall reach a determination as to whether any breach of the rules has been established and, if so, the appropriate penalty. The Committee may impose a penalty including but not limited to fine not exceeding £100, "community service", rustication or suspension for a period not exceeding one term. Alternatively, it may recommend to the Governing Body that it should consider a longer period of suspension, or expulsion.

12 The Committee shall inform the Junior Member in writing, as soon as possible, of its determination, and shall report the same in writing to the Governing Body which may, after taking account of any further representations from the Junior Member, accept, modify or reject the determination. A decision of the Governing Body shall be final (except in so far as an appeal may lie to the Appeal Tribunal of the Conference of Colleges [see By-Law XX, 18 viii]).

Proceedings in relation to a criminal offence

13 If an alleged breach of discipline involves conduct which is liable to be prosecuted in a court of law then the Dean and/or the Disciplinary Committee shall not proceed, if at all, unless they are satisfied either that any criminal proceedings in respect of that conduct have been completed (whether by conviction or acquittal or discontinuance) or that the alleged offender is unlikely to be prosecuted in a court of law.

14 In the event that criminal proceedings are pending against a Junior Member, or that the Dean is of the opinion that action is necessary to safeguard the interests of other members of the

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College, the Dean may suspend the Junior Member pending the outcome of such criminal proceedings.

- 15 The Governing Body may, after taking into account any representations made by or on behalf of the Junior Member, expel or rusticate any Junior Member who is convicted of a criminal offence capable of attracting an immediate sentence of imprisonment, or may impose such lesser penalty as they think fit.

Fees and Charges

- 16 The Governing Body may, after taking into account any representations made by or on behalf of the Junior Member, suspend any Junior Member who is in default in the payment of any fee or charge due to the College or to the University until payment has been made.

Academic Discipline

- 17 Requirements for the maintenance of good academic standing: undergraduates.
- i. For the purposes of By-law XX, 17-19, 'undergraduates' includes graduates reading for a Final Honour School.
 - ii. Undergraduates are required to produce work of a standard commensurate with their individual ability and circumstances and appropriate to the stage which they have reached in their course: normally of 2.1 standard, but in no case of below Third Class standard. Undergraduates are not admitted to read for a Pass School.
 - iii. Undergraduates must keep the residence requirements laid down by the University. An undergraduate who fails to do so will be sent down, unless she is granted dispensation by the University.
 - iv. Attendance at tutorials, collections and at classes required by tutors is compulsory. Undergraduates must not absent themselves without prior permission except for illness or other urgent cause, which must be explained to the tutor as soon as possible afterwards. Undergraduates must satisfy any conditions required by the Examination Regulations and Faculty handbooks relating to the particular School for which they are studying, e.g. for practical work or vacation courses.
 - v. Every undergraduate is required to produce assignments (essays, problem sheets etc.) with the regularity required by the tutor(s), except where permission on adequate grounds is obtained, preferably in advance, from the tutor(s) concerned.
 - vi. Every undergraduate is required either to sit a written invigilated collection at the beginning of each term, or to submit by the end of 0th Week written work specified by her tutor and produced during the vacation, unless dispensed by her tutor. Collections take precedence over all other engagements.
- 18 **Academic Deficiency**
- i. 'Academic deficiency' means breach of 17 ii, iv, v or vi above. It shall be dealt with according to the following Academic Disciplinary Procedure. Every breach of 17 vi, and every breach of 17 iv or v lasting two consecutive weeks, shall normally entail the immediate initiation of the procedure.

Academic Disciplinary Procedure

- ii. **Stage 1: Informal Warning:** Academic deficiency is dealt with initially by an informal warning, given by the subject tutor(s) after consultation with the Senior Tutor. Such a warning may be given on the basis of information concerning academic deficiency received from an external tutor or college lecturer. A first informal warning shall be issued at a special interview, at which should first occur a full discussion with the undergraduate, so that the latter can put her case and make the college aware of any mitigating or complicating circumstances. Any such factors which come to light should (with the undergraduate's permission) be noted on her file, and may affect the course of action to be taken and the outcomes of the interview. The tutor should explain to the undergraduate what improvements she is required to make within a defined timescale (normally within 1-4 weeks). Beyond this deadline, the undergraduate will remain on probation against failure to sustain the improvements, normally until the start of the next term but one following that in which the warning is given. The tutor must write to the undergraduate, normally within 3 working days of the meeting, confirming what improvements she is required to make and the timescale. A copy of the relevant part of By-Law XX, giving details of the Academic Disciplinary Procedure, should be enclosed with the letter. A copy of the letter must be sent to the College Academic Registrar, to be kept in the undergraduate's file.
- iii. **Stage 2: Formal Warning:** If the undergraduate fails to produce the improvements required in Stage 1 during the specified timescale or to sustain them during the specified probation period, she shall be called to a special interview with the Senior Tutor at which should first occur a full discussion with the undergraduate, so that the latter can put her case and make the college aware of any mitigating or complicating circumstances. Any such factors which come to light should (with the undergraduate's permission) be noted on her file, and may affect the course of action to be taken and the outcomes of the interview. If the Senior Tutor and the subject tutors believe that the student is genuinely trying to achieve the level of performance required by Clause 17(ii), then Clause 18(x) should apply. If a Formal Warning is issued then the Senior Tutor should explain to the undergraduate what required improvements she is required to make within a defined timescale (normally within 1-4 weeks). Beyond this deadline, the undergraduate will remain on probation against failure to sustain the improvements (normally until the start of the next term but one following that in which the warning is given). The Senior Tutor must write to the undergraduate, normally within 3 working days of the meeting, confirming what improvements she is required to make and the timescale. This will be copied to the relevant subject tutor and the Academic Registrar.
- iv. **Stage 3: Penal Collections:** If the undergraduate fails to produce the improvements required in Stage 2 during the specified timescale or to sustain them during the specified probation period –
 - (a) if the academic deficiency includes the submission of substandard work, the undergraduate may be set penal collections. The form of, date (which shall be as early as practicable) for, and standard to be attained in these collections shall be notified to the Tutorial Committee on the advice of the subject tutor(s) and Senior Tutor, which advice shall be formulated after discussion with the undergraduate; the standard to be attained should not without good reason diverge from that required of the undergraduate in her previous warnings. These details shall be communicated by the Senior Tutor in writing to the undergraduate. Penal collection papers shall be set externally, and blind marked by two external assessors. The outcome will be communicated to the

undergraduate as soon as possible, and normally within two weeks. Failure to attain the required standard shall be referred to the Academic Disciplinary Committee. Attainment of the required standard shall be followed by probation against failure to sustain it, for the remainder of the undergraduate's time at the college, breach of which shall entail recommencement of the procedure at Stage 2.

- (b) if the academic deficiency is of any other kind, it shall be referred directly to the Academic Disciplinary Committee.

v. ***Stage 4: Academic Disciplinary Committee:*** If it is necessary under Stage 3 to refer an undergraduate to the Academic Disciplinary Committee, the Senior Tutor shall immediately inform the Principal and Vice-Principal. The Vice-Principal shall convene the Committee, consisting of the Vice-Principal and three further Fellows not being the undergraduate's tutors. The Committee shall proceed as follows –

- (a) the Committee's hearing shall take place as soon as practicable; normally within one week of the Senior Tutor informing the Principal and Vice-Principal. The undergraduate shall in advance of the hearing be given a clear statement of the grounds for her being referred to the Committee, and a copy of all documentation with which the Committee is provided. She should be given the opportunity to bring forward material considerations and mitigating circumstances, which may include, but need not be confined to, medical evidence. The undergraduate should be allowed to take advice in advance of the hearing and should be adequately represented at the hearing itself, being given the chance either to make a written submission, or, if she prefers, to appear in person before the Committee. The undergraduate should in the latter case be offered the possibility of being accompanied by another junior or senior member, either of the College community or from elsewhere in the University.
- (b) it shall be the duty of the Committee to establish all relevant facts and to decide, bearing in mind the interests of the College and of the undergraduate, whether the undergraduate should be expelled; or should be rusticated, to be readmitted into residence on such terms as the Committee should decide; or should be permitted to remain in residence, on such terms as the Committee should decide. The undergraduate, her representative or companion, and her subject tutor(s) should withdraw before a decision is made. The Committee's decision, including a statement of all the relevant facts, shall be put in writing and conveyed to the Governing Body. A copy of it shall be given to the undergraduate.
- (c) the Committee may also decide, in exceptional cases, to refer the case to the University's Fitness to Study Panel. The Academic Disciplinary Committee would then be responsible for endorsing or rejecting the recommendation of the Fitness to Study Panel on behalf of the College.

vi. ***Stage 5: Academic Disciplinary Appeal Panel:*** The undergraduate may appeal against the decision of the Disciplinary Committee to an Academic Disciplinary Appeal Panel. Any appeal must be made in writing to the Principal within three days of the undergraduate receiving written notification of the Academic Disciplinary Committee's decision. The undergraduate may, but need not, communicate the grounds for their appeal. These may include failure of the Committee to follow procedure or the imposition of a disproportionate penalty. On receipt of an appeal, the Principal shall convene an Academic Disciplinary Appeal Panel.

- a) The Academic Disciplinary Appeal Panel consists of three Fellows, who need not be members of Governing Body; none of the members shall have been a tutor of the undergraduate; none of the members shall have sat on the Academic Disciplinary Committee hearing the case subject to appeal; the Senior Tutor may not be a member. Members of the Panel are appointed by the Principal, who also appoints one of them as Chairperson.
 - b) The Panel shall meet as soon as practicable; normally within one week of being appointed. It shall be the duty of the Panel to review all the relevant facts and documentation, to verify that the academic disciplinary procedures were properly applied and to consider the proportionality of the penalty, bearing in mind the interests of the College and of the undergraduate. There need not be a hearing held, unless the undergraduate requests to appear before the Panel. The Panel may, in the light of its investigation, uphold or dismiss the recommendation of the Academic Disciplinary Committee, or vary the penalty to be more lenient.
- vii. **Stage 6: Governing Body:** The decision of the Academic Disciplinary Committee and/or the Academic Disciplinary Appeal Panel will be reported to the next meeting of the Governing Body. The written record of the hearing(s) will be available to Governing Body members prior to the meeting. If the Governing Body considers the proposed penalty to be not appropriate for the academic deficiency for which the undergraduate was referred to the Committee, or believes that procedures have not been properly followed, it may ask the Committee (or where appropriate the Academic Disciplinary Appeal Panel), to reconsider its decision and to report back to the next scheduled meeting of the Governing Body. In such cases, the Governing Body must specify the precise nature of its concerns. The Principal shall convey the decision of the Governing Body to the undergraduate in writing within two days of its meeting, and the undergraduate must be provided with information on further appeal mechanisms available to him or her.
- viii. **Stage 7: Appeal Tribunal of the Conference of Colleges:** If the undergraduate wishes to appeal against the decision of the Governing Body, she may do so to the Appeal Tribunal of the Conference of Colleges, of which St Hilda's is a member. The appellant shall file such an appeal with the Secretariat of the Conference of Colleges, within five days of the date of the written notice to the student of the Governing Body's decision.
- ix. An undergraduate who, after any stage of the above procedure, attains what is required of her and meets the terms of any specified probation period, but who in the view of her tutor demonstrates fresh academic deficiency (whether or not of the same kind as before), shall be reported by the tutor to the Senior Tutor. The Senior Tutor shall then recommence the above procedure at Stage 2.
- x. If, at stages 1-3 in the above procedure, it is concluded that the undergraduate is experiencing genuine difficulty in producing the standard of work of which she is in principle capable, a strategy will be agreed between the undergraduate, the subject tutor(s) and the Senior Tutor whereby the undergraduate will have access to appropriate additional tuition/support. A note of the strategy will be sent to the undergraduate within a week of the agreement. The undergraduate's progress under the strategy will be monitored on a weekly basis for a period to be decided by the Senior Tutor in consultation with the subject tutor(s).

19 First Public Examination and Final Honours Schools

- i. An undergraduate may not continue to study at the College unless she has passed the First Public Examination before the beginning of her second year of study.
- ii. An undergraduate who fails to pass a First Public Examination at her first attempt shall be required to retake the Examination at the next possible occasion.
- iii. If an undergraduate's result in the First Public Examination (whether on a first or second attempt) constitutes a failure to meet requirements incumbent upon her under the Academic Disciplinary Procedure, she shall (subject to iv below) be dealt with accordingly, following that procedure.
- iv. If, on her second attempt at the First Public Examination, an undergraduate fails the Examination, or achieves only an unclassified pass in a classified Examination –
 - (a) the Senior Tutor shall as soon as possible write to the undergraduate, enclosing a copy of the By-Law XX, giving details of the Academic Disciplinary Procedure, and giving her the opportunity to draw attention (in writing, and within a week) to any special contributory circumstances. If the undergraduate makes no such submission, the Senior Tutor shall inform the undergraduate that she is expelled and report the matter immediately to the Principal and to the next meeting of the Governing Body.
 - (b) if such a submission is made, the Senior Tutor shall immediately inform the Principal, and the Vice Principal who shall convene the Academic Disciplinary Committee to decide how the case should be treated. The Committee shall be constituted and shall proceed as described in Stage 4 of the Academic Disciplinary Procedure. In addition to the courses of action set out in Stage 4 v (b) the submission may include a request for a further, exceptional, opportunity to re-sit the First Public Examination. In this case the Academic Disciplinary Committee shall consider and decide whether the College should support an application to the Education Committee of the University for a further exceptional opportunity to be granted. Stages 5 to 7 (18 viii) of the Academic Disciplinary Procedure shall be followed as necessary. The undergraduate has the right to make an application to the Education Committee regardless of the College's decision on this matter.

v. **FHS**

Undergraduates will not be allowed to defer Schools unless there are medical grounds or in very exceptional circumstances which seem reasonable to the Principal and the Senior Tutor. An undergraduate who has been or is on probation will be warned at the time of the probation that a poor academic performance will not be accepted as a reason for deferral.

Procedures in Relation to Ill-Health

- 20 In the event that the Dean believes that a Junior Member is suffering from a serious problem which arises from ill-health, whether this has come to light in the course of a disciplinary investigation or otherwise, she may refer the Junior Member to the College Doctor for assessment. A similar reference may be made by the Disciplinary Committee in the course of its investigation into any disciplinary charge or by the Tutorial Committee or the Academic Disciplinary Committee in relation to academic under-performance.

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- 21 Where disciplinary proceedings have already been commenced they shall be adjourned pending a determination under these procedures.
- 22 The College Doctor shall be responsible for examining the state of the Junior Member's health, and seeking medical evidence where necessary from the Junior Member's general practitioner or other medical adviser and may recommend that she submit to an independent medical examination at the College's expense. Any request for a medical report shall observe the provisions of the Access to Medical Records Act 1988.
- 23 If the Junior Member fails to cooperate with these enquiries she may be liable to suspension.
- 24 The College Doctor, having considered the evidence available, shall report her findings to the Dean, if the reference has been made by the Dean, or to the Committee if the reference has been made by any Committee. The Dean or the Committee, as the case may be, may invite the Junior Member to attend a hearing to consider all the evidence. At the Dean's or the Committee's discretion, a third party may represent the Junior Member at such a hearing.
- 25 Having considered the evidence, the Dean or the Committee may proceed in any of the following ways:
 - (a) in any case where disciplinary proceedings have been adjourned, but the Dean or the Committee is satisfied that the Junior Member is not suffering from a serious problem relating to ill health, the proceedings shall be resumed; or
 - (b) in any other case, the Dean or the Committee may
 - (i) dismiss the matter, whether absolutely or subject to conditions (e.g. as to medical treatment);
 - (ii) suspend the Junior Member for a specified period not exceeding one term (whether or not subject to conditions); or
 - (iii) invite the Governing Body to refer the matter to a Medical Panel to consider whether the Junior Member should be expelled, or should be suspended for a period longer than one term, or indefinitely.
- 26 A Medical Panel shall comprise three members appointed by the Governing Body when the occasion arises, with experience appropriate to the issues under consideration. At least one member of the Panel shall be medically qualified and at least one member of the Panel shall be a Fellow of the College with recent tutorial experience. The Panel shall invite the Junior Member to attend a hearing. At the Panel's discretion, a third party may accompany and/or represent the Junior Member. The Panel shall consider in the light of the evidence whether the Junior Member's continued residence in the College is desirable, taking account both of the interests of the Junior Member and of the College community, and shall report its conclusions to the Governing Body with a recommendation.
- 27 On receipt of the Panel's report, the Governing Body may implement any recommendation in relation to expulsion or make such lesser order as it thinks fit.
- 28 At all stages of these procedures, the Junior Member shall be given at least 5 days written notice of a hearing or examination, with information of the issues under consideration, and shall be given the opportunity to make representations.
- 29 If at any stage of these procedures the Junior Member, having received reasonable notice of a hearing or examination, without reasonable cause fails to attend or be represented, then the

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Dean or the Disciplinary Committee or the Medical Panel or the Governing Body, as the case may be, may proceed in her absence.

General procedural requirements

- 30 In all procedures under this By-Law which may lead to the imposition of a penalty by the Disciplinary Committee or the Governing Body, the Junior Member shall be given at least 5 days written notice of the relevant hearing, with information of the issues under consideration, and shall be given the opportunity to make representations. At the discretion of the Committee or of the Governing Body, a third party may accompany and/or represent the Junior Member. If at any stage the Junior Member without reasonable cause fails to attend or be represented then the Committee or the Governing Body, as the case may be, may proceed in her absence.
- 31 A Junior Member who is liable to be expelled or rusticated or subject to any other serious penalty shall be reminded of her right to bring a complaint or appeal to the Visitor.

Student Complaints Procedure

32 Introduction:

- 32.1 This section lays out procedures for students who wish the College to consider and, if necessary, respond to serious dissatisfaction with their tuition, or other aspects of College life, in cases that do not involve harassment or appeals against the outcome of a disciplinary procedure (which have their own procedures also set out in this handbook).
- 32.2 The majority of cases will normally be settled by the complainant resolving her grievance directly with a tutor or college staff member or manager. Where this is not possible complainants can adopt an informal procedure but a formal procedure is also available where a complainant wishes to register a written grievance.
- 32.3 Anonymous complainants or complaints made on behalf of someone else will not be allowed.
- 32.4 If a complaint remains unresolved after the college's internal procedures have been exhausted a student may ask for the complaint to be reviewed by the Office of the Independent Adjudicator for Higher Education (see www.oiahe.org.uk for further information). Application forms and guidance notes are available from the Academic Administrator. (Please note that complaints relating to academic discipline as set out in By-Law XX are also within the scope of the OIAHE).

33 Informal Procedure:

- 33.1 Complaints may be discussed with any Fellow and the complainant can be accompanied at any stage by a friend or an adviser (e.g. an officer of the JCR or MCR). Fellows who are not themselves College Officers but who have been contacted by a complainant are encouraged to contact the relevant College Officer as quickly as possible.

33.2 The relevant College Officers are as follows:

- 33.2.1 for academic matters: the Senior Tutor;
- 33.2.2 for issues involving domestic college staff and services e.g. food and accommodation: the Domestic Bursar;
- 33.2.3 for financial matters: the Bursar;

- 33.2.4 other behavioural and disciplinary matters: the Dean;
- 33.2.5 for complaints about a College Officer: the Principal;

33.3 To resolve the complaint the relevant Officer will:

- 33.3.1 seek to offer sympathetic and confidential advice and/or;
- 33.3.2 try to find a remedy, or a reconciliation (in cases where relations have broken down between individuals, and the complainant does not object to this course).
- 33.3.3 note the withdrawal of a complaint where the complainant decides to do so.
- 33.3.4 adopt the formal procedure in cases where the informal procedure has not resolved a complainant's grievance and the complainant wishes to take the matter further.

34 **Formal Procedure:**

It is not an *a priori* condition of using this procedure that an informal approach must be exhausted before a formal approach is adopted. All formal complaints must be made in writing to the relevant College Officer as set out in 2.2 above.

Stages in Formal Procedure:

- 34.1 A written complaint is submitted to the appropriate College Officer.
- 34.2 The relevant College Officer investigates the complaint and sets out in writing whether the complaint is upheld or not giving reasons for the outcome of the investigation. Wherever possible the written report will be produced within fourteen days of the date of the written complaint.
- 34.3 Where the College Officer is unable to resolve the complaint to the satisfaction of the complainant the latter must give notice within seven working days of his/her dissatisfaction and also give the reasons why the grievance remains unresolved.
- 34.4 The unresolved grievance will then be considered by the independent members of the appropriate College Committee or body as follows:
 - 34.4.1 For academic, financial, decanal and domestic matters the General Purposes Committee.
 - 34.4.2 for complaints against a College Officer the Governing Body.
- 34.5 The procedure to be adopted in such circumstances will be as follows:
 - 34.5.1 the complainant will be invited to present their case to the appropriate committee.
 - 34.5.2 the complainant may be accompanied as set out in 2.1 above.
 - 34.5.3 the relevant College Officer will present his/her case.
 - 34.5.4 both parties will withdraw whilst the relevant Committee or body considers the representations from both sides.
 - 34.5.5 the relevant Committee (except in the case specified in 3.4.5 above) will make a recommendation to the Governing Body.
 - 34.5.6 the Governing Body will make its decision and communicate it in writing to both parties.
 - 34.5.7 the Governing Body's decision will be final.

Monitoring Arrangements

The relevant College Officer will keep a register of the number of complaints made using the formal procedure in an academic year, and a summary of numbers and outcomes will be collected by the Academic Registrar and submitted to the Governing Body. The register will indicate how many formal complaints have been registered, and what stage they reached (resolved by the Officer, resolved by Committee recommendation to GB in favour of the complainant, not resolved in favour of the complainant).

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