

THE STUDENTS' UNION (THE SU) COMPLAINT & DISCIPLINARY PROCEDURES

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Confidentiality

Where necessary The SU can share information internally and with the University in order to resolve complaints and disciplinary issues.

Complaint Procedures
Making a Complaint

Any person can make a complaint against the Union and any of its Student Members, staff or Officers by emailing su-cda@bath.ac.uk.

This email should explain the complaint and how it might be resolved.

The SU will respond within 5 working University days to acknowledge that the complaint has been received.

In the event that the complaint received should be handled by another process the person making the complaint will be directed to this process.

If a person is unsure whether they wish to make a complaint they may wish to discuss it first in confidence with the Advice & Support team or a staff member.

Stage 1: Officer and Senior Manager

The SU will arrange for an appropriate Officer and senior manager to handle the complaint.

They will investigate the matter and decide what actions (if any) should be taken to resolve the complaint.

They can meet with any person in connection with the complaint and issue sanctions to Student Members in accordance with disciplinary procedures.

Once the investigation is concluded they will email the person who raised the complaint to inform them of the outcome of the investigation where possible within 10 working University days.

Stage 2: Complaints & Disciplinary committee

A person will have 5 working University days on receiving the outcome of stage 1 to email su-cda@bath.ac.uk to request that the Complaints & Disciplinary committee meet to consider the complaint.

The Complaints & Disciplinary committee will formally meet within 10 working University days of a request to consider the complaint and decide what actions (if any) should be taken to resolve it.

They can meet with any person in connection with the complaint and uphold, dismiss or amend sanctions given to Student Members in accordance with disciplinary procedures.

Within seven working days of the meeting The SU will inform those who attended the meeting the outcome.

Stage 3: Independent review of complaint

If having completed the complaints process any person believes that procedural irregularities occurred during the process, they may request the University Secretary to review the complaint.

Any person who wishes to request a review of the complaint must email the University Secretary within 5 working University days of receiving the outcome of the Complaints and Disciplinary committee meeting.

The University Secretary will either uphold or dismiss the complaint and the person who requested the review will be informed of the outcome.

Disciplinary Procedures

Reporting misconduct

Any person may report misconduct by emailing su-cda@bath.ac.uk, informing an SU staff member or using the University's Report & Support tool.

Some cases may have to be referred to the University.

Stage 1: Issuing sanctions

Officers and senior managers can issue sanctions to Student Members but only where clear evidence has been presented that a Student Member has committed an act of misconduct.

An email will be sent to a Student Member giving details of the:

- Allegation;
- Sanction to be issued;
- Evidence against them;
- Appeal process;
- Support & advice available to them.

Stage 2: Complaints & Disciplinary committee

Student Members have 5 working University days after receiving a sanction to file an appeal with the complaints & disciplinary committee by emailing su-cda@bath.ac.uk.

Any Student Member may appeal if they:

- Have new evidence that may prove their innocence;

- Believe the sanction issued is not in accordance with this document or proportionate;
- Believe the correct procedure has not been followed in issuing the sanction.

The Complaints & Disciplinary committee will formally meet within 10 working University days of a request to consider the appeal and decide whether to uphold, dismiss or amend the sanctions given.

Within 5 working University days of the meeting The SU will inform those who attended the meeting the outcome.

Stage 3: Independent review of disciplinary

If having completed the disciplinary process any person believes that procedural irregularities occurred during the process, they may request the University Secretary to review the case.

Any person who wishes to request a review of the case must email the University Secretary within 5 working University days of receiving the outcome of the Complaints and Disciplinary committee meeting.

The University Secretary will either uphold or dismiss the case and the person who requested the review will be informed of the outcome.

University referrals

The SU can refer any disciplinary case to the University at its discretion or where it believes that there may be legal implications.

Some misconduct as listed in the Misconduct and Sanctions section will always be referred to the University.

Where The SU refers a case to the University it reserves the right to suspend a Student Member in connection to the case from any part or all of The SU until the University concludes its investigation.

The University on concluding its investigation, may recommend to The SU an appropriate sanction in line with this document and The SU will decide whether to issue this.

Misconduct and Sanctions

In the guidelines below a ban means a ban from all SU venues, committees, activities, events, blocking website permission and services.

Any student will still be entitled to access the Advice & Support team.

All SU sanctions issued will be in accordance with or proportionate to the following.

Misconduct	Examples	Sanction
Unauthorised entry	Attempting to or entering an SU venue or event without paying	Two to four-week ban
Inappropriate behaviour	Urinating in a public space Intentionally being disruptive to others around them Intentionally exposing oneself indecently in public	Two-week ban Two to eight-week ban Four to eight-week ban
Risking harm	Behaviour likely to risk harm to self or others Behaviour likely to risk serious injury to self or others	Four to twelve-week ban Referred to University
Damage to property	Unintentionally causing damage to property (Less than £500) Unintentionally causing damage to property (More than £500) Intentionally causing damage to property (Less than £1000) Intentionally causing damage to property (More than £1000)	Ban until repaid Referred to University Ban until repaid Referred to University
Bullying	Intentionally trying to cause offence to another person Coercing another person to do something they don't want to Threatening another person	Four to twelve-week ban Five to twelve-week ban Six to twelve-week ban
Violent Behaviour	Attempting to harm another person Intentionally harming another person Intentionally causing serious injury to another person	Eight to twelve-week ban Eight to twenty-four-week ban Referred to University
Disrespecting staff	Threatening an SU staff member Attempting to harm an SU staff member Intentionally harming an SU staff member	Eight to twenty-four-week ban Referred to University Referred to University
Sexual misconduct	Any unconsented sharing of indecent images Any unconsented sexual physical contact	Referred to University Referred to University
Breaching a sanction	1 st Time 2 nd Time	Additional four to eight-week ban One year ban