

Student Support & Guidance

Student Disciplinary Procedure

Approved June 2007
Amended August 2010



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University of Chester

Student Disciplinary Procedure

Approved by Senate June 2007

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Student Disciplinary Procedure

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Student Disciplinary Procedure

Approved by Senate 20th June 2007

Amended June 08 following Suitability policy

I Introduction

- 1 Under Article 3.2.7 of the Articles of Government of the University of Chester, (hereinafter referred to as the University), the Vice-Chancellor is responsible 'for the maintenance of student discipline and, within the rules and procedures provided for within these Articles, for suspension or expulsion of students on disciplinary grounds and for implementing decisions to expel students for academic reasons.' Article 10.2 of the Articles of Government states that 'the University Council, after consultation with the Senate and representatives of the students, shall make rules with respect to the students, including procedures for suspension and expulsion.' The Student Disciplinary Rules and Procedures that the Council have made after consultation are set out below.
- 2 These procedures are not related to a student's academic performance or capability. Responsibility for procedures governing a student's academic progression is exercised by the Senate (Article 3.3 of the Articles of Government).
- 3 These procedures do not relate to students registered on programmes of study that lead to provisional or full registration with an appropriate Professional Body or which confer a professional qualification or entitlement to practise a particular profession or calling. The University Professional Suitability Procedures must be instigated for misconduct or disciplinary matters relating to students registered as such.
- 4 Disciplinary procedures are not appropriate for dealing with conduct arising from mental illness and in such circumstances the University's Mental Health Policy or Professional Suitability Procedure should be implemented as appropriate.
- 5 The University will make any necessary reasonable adjustments to this procedure where it causes substantial disadvantage to disabled students in comparison to those who are not disabled.
- 6 The underlying principle is to provide an impartial process for dealing with problems of student discipline. The rules and procedures do not seek to reproduce elements of the criminal law, or those of the criminal justice system. The University is a community whose members work and, often, live together, and expects certain standards of behaviour. The University owes a duty of care and responsibility to members of the public within the local community. The University is entitled to protect and defend its name and reputation. It is not the University wish to control all aspects of student life. Therefore, these Rules and Procedures are limited to matters of student conduct whilst on University premises, or student conduct whilst engaged in University business, or conduct that reflects on the University and may bring the University's name into disrepute as indicated below.

Student Disciplinary Procedure

- 7 The existence of the Student Disciplinary Procedure, including the definition of misconduct, will be brought to the attention of every student on first registering as a student.

II Scope of the Rules

- 8 The University is a community, which relates to the City of Chester, the Borough of Warrington and environs. The University recognises that it has a significant part to play in this wider community. It is therefore intended that these rules and procedures should both promote a high level of responsibility within the student body and further the development of good relationships between the University, the wider community and beyond.
- 9 The University has a legitimate interest in student conduct which;
 - a. is related to the academic or other work of the University;
 - b. occurs on the campus or other University property or on field trips, work placements and visits to other institutions;
 - c. involves other students or staff of the University;
 - d. results in complaints concerning noise or other inconsiderate behaviour from local residents or others;
 - e. Jeopardizes the good name and reputation of the University
 - f. Raises questions about whether the student should remain a member of the University because he/she poses, or may in the future pose a danger to other members of the University community or its good order.
- 10 In the above circumstances the University has the right to take disciplinary measures against any student studying or registered with the University, if he/she is found guilty of misconduct, as defined below. The Dean of Students may also take any appropriate action to seek to address complaints about student conduct, including advising complainants to contact their local environmental health officer regarding noise or the police regarding criminal offences, or advising students how to resolve matters amicably with neighbours.

III Delegation by Named Post Holders

- 11 The Vice-Chancellor, Deputy-Vice-Chancellor or other named post holders, including the Dean of Students, may delegate powers and responsibilities, as identified under these Rules and Procedures, to a designated alternate (Nominee) either generally or in respect of a particular case or in relation to any area of her/his responsibility under this Procedure unless otherwise stated.
- 12 Further to the above throughout these Rules and Procedures the expression "Vice-Chancellor" may be interpreted as meaning the Vice-Chancellor of the University, Deputy-Vice-Chancellor of the University or their nominee; unless otherwise stated.

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IV Definition of Misconduct

- 13 Subject to paragraph 9 above, a student renders herself/himself subject to disciplinary action on the grounds of misconduct if she/he improperly interferes, in the broadest sense, with the proper functioning or activities of the University, or with the lives of those who work or study at the University, or undertakes any action which may otherwise damage the University.
- 14 Examples of misconduct are attached as Appendix A. The examples listed are illustrative only and are neither comprehensive nor exhaustive. These examples may be added to or amended as necessary by the Vice-Chancellor.
- 15 The conduct covered by Paragraph 13 shall constitute misconduct:
 - a. If it took place on University, property or premises, or elsewhere, if the student was involved in a University activity, was representing the University, or was present at that place by virtue of his or her status as a student of the University.
 - b. In the case of a student registered on a programme leading to Professional qualification, if the conduct contravenes the Code of Practice for the relevant professional body, e.g. NMC, GSCC, Church of England, General Teaching Council etc.
- 16 Codes of Practice published by professional bodies are designed to promote and safeguard appropriate standards of professional behaviour.
- 17 Misconduct as defined by section 15b shall be dealt with under the University Professional Suitability Procedure.
- 18 The University shall take no account of misconduct prior to enrolling as a student, which has subsequently been revealed, or is still in the process of being dealt with by other authorities unless:
 - a. The conduct is of such a serious kind and character, that it calls into question the fitness of the student to remain a member of the University, e.g. having regards to the safety of other students and staff, OR
 - b. The conduct calls into question the fitness of the student to remain on a programme leading directly to a professional qualification, or to be admitted to and practice that profession; in which case the matter will be investigated under the University Profession Suitability Procedure.

V Disciplinary Procedure

- 19 Allegations or complaints regarding student misconduct may be brought to the University's attention by any member of staff or student(s) of the University. In addition, allegations or complaints may be made by bodies or individuals external to the University. All such allegations or complaints should be brought to the attention of the Dean of Students (Student Support and Guidance).
- 20 Individuals' confidentiality will be maintained as far as is reasonably practicable. Any records should be confidential and be kept in accordance with the requirements of the Disciplinary Procedure and the Data Protection

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Act 1998. The student(s) concerned may receive copies of any meeting records upon request, although, in certain circumstances, for example the protection of a witness, some information may be withheld. All letters and correspondence in relation to any disciplinary procedure will be handled and stored in accordance with the Data Protection Act 1998 by those involved in the procedure. Subject to the requirements of confidentiality, the University will maintain and report appropriate statistics on the use of this procedure in order to ensure its effectiveness and incidence in relation to particular equality groups.

- 21 On receipt of an allegation or complaint of student misconduct, the Dean of Students should not form any immediate judgement, but should instigate a preliminary investigation.
- 22 The preliminary investigation will normally involve the Dean of Students conducting an interview with the complainant, and any other person who can provide material facts, in order to determine the next course of action.
- 23 Once the detailed nature of the allegation or complaint has been determined, the Dean of Students may attempt to resolve the issue by informal means, if possible and appropriate.
- 24 The Dean of Students may rule that the complaint does not fall within the above definitions of misconduct, in which case, it should not be the subject of further action under these rules and procedures. However, this does not preclude further action being instigated under a different procedure where appropriate.

VI Informal Procedure

- 25 If, following the preliminary disciplinary investigation, a student is found to be guilty of, or admits, misconduct or anti social behaviour the Dean of Students may impose one or more of the following:
 - a. A warning.
 - b. A requirement upon the student to give an undertaking as to his/her future conduct within the University.
 - c. A requirement to undertake one or more specific tasks within the University as determined by the Dean of Students up to a maximum of 8 hours duration.
 - d. A fine of up to £50.
 - e. A requirement upon the student to pay for any damage to property, he/she may have caused, or to recompense the University for any loss it may have suffered arising from the students conduct.
 - f. A requirement for the matter to be referred to a Formal Discipline Panel.
- 26 Sanctions (a) to (e) above can be used for less serious breaches of the disciplinary rules where referral to the formal procedure is deemed inappropriate. The outcome under the informal procedure will be confirmed to the student's University email address.

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- 27 Students who fail to undertake any imposed sanctions or who wish to request a Review against the imposition of the sanctions, as outlined above, will be referred to the second, formal phase of the disciplinary procedure and a decision at that stage will be final.

VII Formal Procedure

- 28 If, following preliminary investigation by the Dean of Students the allegation or complaint of student misconduct cannot be resolved by informal means or it is deemed inappropriate to deal with the allegation or complaint by informal means, the Dean of Students may refer the matter to be dealt with under the formal procedure.
- 29 Under the formal procedure, the allegation or complaint will be considered by a Formal Disciplinary Panel consisting of a minimum of three persons, namely a Dean of the University (other than the Dean of Students or the Dean of the same school as the student subject to these procedures), as chair, one member of the University staff and one member of the student body, or a designated officer of the student body.
- 30 The invoking officer shall be nominated by the Dean of Students.
- 31 If the student has previously been the subject of the Student Disciplinary Procedures and found guilty of Misconduct, either at the informal or formal stages, the Chair of the Disciplinary Panel will be supplied with the relevant information, in a sealed envelope. This envelope will not be opened, nor will any of the information contained in the envelope be disclosed to any member of the Panel, until the members of the Panel have considered the evidence before them and reached a decision. If the case is upheld, the members of the Disciplinary Panel may then have access to the information in the sealed envelope. This information may be taken into account in determining the penalty to be imposed.
- 32 A student against whom a complaint has been made shall be entitled to be present at the hearing and be accompanied, assisted or represented at the hearing. This would normally be by a member of the Student Union Executive. Representation by a person from any other body should be notified to the Chair of the Formal Disciplinary Panel, in writing, not less than 2 working days before the hearing.
- 33 The student who is the subject of the complaint shall be made fully aware of the disciplinary procedure and of the substance of the allegations. The student should be provided, at least 5 working days before any hearing, with a copy of the written evidence to be presented to the hearing. Any written evidence from the student to the Disciplinary Panel should normally be submitted not less than 2 working days before the hearing. Representatives will not be permitted to answer questions on behalf of the student.
- 34 The student shall be entitled to call witnesses to give evidence on her/his behalf at the hearing.
- 35 The student shall have the right to see and hear all the evidence, to be present throughout the hearing and to cross-examine any witnesses.
- 36 The Chair of the Formal Discipline Panel shall be advised by the rules of procedures, and will normally conduct the hearing according to the

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suggested format as specified in Appendix B. The Dean of Students will ensure that all the necessary administrative arrangements are made. The disciplinary procedure shall be completed as expeditiously as possible.

- 37 No person who has been involved in the preliminary investigation concerning the alleged misconduct may be a member of the Disciplinary Panel.
- 38 The Panel may either dismiss the case, or uphold the complaint. The Panel will prepare a report within 10 working days of the Hearing, summarising the facts of the case, presenting its evaluation of the facts and recording its decision. If the complaint is upheld, the Panel may decide that no further action is necessary; or that one or more of the following penalties be imposed. The following list is not exhaustive:
- a. Expulsion of the student.
 - b. Suspension of the student from attendance at the University for a maximum of two weeks.
 - c. Exclusion of the student by selective restriction to certain parts of the campus for a maximum period of one semester.
 - d. Restriction on the holding of any office or committee membership in the University, or the SU, the exact details to be specified.
 - e. A recommendation to the Vice-Chancellor or Director of Services to terminate the student's accommodation contract for University accommodation or Head Tenancy and possession of the accommodation in accordance with the published terms and conditions of residence.
 - f. Written warning be issued.
 - g. Referral of the student to Student Support and Guidance for advice, guidance and support.
 - h. The imposition of a fine up to a maximum of £200, this figure to reflect the seriousness of the allegations.
 - i. Any other penalty deemed appropriate by the Panel.
- 39 Where a student does not exercise their right to Review, in effect timing out the procedure, the matter will be considered completed with no further recourse through the University procedure by the student(s). Where the procedure is completed in this manner a Completion of Procedures Letter will not normally be sent to the student(s) unless requested.
- 40 Where a student requests a Completion of Procedure Letter this will be issued by the Dean of Students, and will indicate in the letter that the student was out of time under the procedure.

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VIII Review

- 41 A student may request a review against the decision of the Panel. A Review shall not take the form of a re-hearing of the case and may only be made on one or more of the grounds listed below.
 - a. The emergence of significant additional evidence not available at the time of the disciplinary panel hearing which could reasonably have affected the Panel's decision if disclosed at the panel hearing.
 - b. The emergence of evidence to show that there has been mal-administration in the conduct of the disciplinary proceedings.
 - c. The emergence of evidence, which demonstrates that the penalties imposed are too severe, or they can be shown to be inconsistent with those imposed for comparable incidents.
- 42 Notice of intention for Review must be given in writing within five working days of being informed of the decision of the Panel to the Dean of Students, stating clearly which of the above grounds will form the basis for the Review.
- 43 Within a further ten working days a written statement of the Review must be submitted to the Dean of Students, setting out a full response to the Panel's decision, together with all additional evidence relied upon to establish the grounds for Review.
- 44 A request for a Review or the presentation of further documents and evidence, received after this time with cause shown for its late submission, may in exceptional circumstances be granted at the discretion of the Chair of the Disciplinary Review Committee. Any student who has failed to avail themselves of the opportunity of attending a Formal Discipline Panel hearing, shall be entitled to Review, only by special permission of the Chair of the Disciplinary Review Committee.
- 45 The Dean of Students must submit all documents pertaining to the Review to the Academic Secretary upon receipt.
- 46 The sole arbiter of the validity of grounds for Review is the nominated Chair of the Disciplinary Review Committee; who may not delegate this responsibility.
- 47 The Review committee shall be no larger than the hearing panel. If the Deputy-Vice-Chancellor has not been involved at the earlier stages, the Deputy-Vice-Chancellor shall chair the Review Committee. The committee members shall be nominated by the Deputy-Vice-Chancellor and be of sufficient and appropriate seniority within the University. If the Deputy-Vice-Chancellor has imposed the original penalty, the Review Committee shall be nominated by the Vice-Chancellor and shall be chaired by the Vice-Chancellor. The Review Committee will meet as soon as practicably possible and normally within twenty working days following receipt of the full submission from the student.
- 48 The outcome of the Review shall be final and there shall be no further opportunity to make representations to the University Council. The Review Committee may:

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- a. uphold a Review,
 - b. dismiss a Review,
 - c. impose any penalties stipulated in paragraph 38, in addition to or in substitution for the penalty imposed by the panel.
- 49 The Review Committee may seek to deal with the case on the basis of documentary evidence and may, at its discretion, call a meeting to which the student is invited to present his/her Review in person. In such an event the student may be accompanied by a fellow student, Students Union representative or member of staff at the University, who may speak on his/her behalf. The name of the representative to be notified in advance to the Chair of the Review Committee no later than two days before the date of the meeting.
- 50 On completion of the Review procedure, a Completion of Procedures Letter will be sent to the student(s) involved.

IX Office of the Independent Adjudicator for Higher Education

- 51 At the point where the Student Disciplinary procedure has been exhausted, a Completion of Procedures letter will be issued thus affording a student the right to take the case to the Office of the Independent Adjudicator for Higher Education (OIA). If the student wishes to take his/her complaint to the OIA, s/he must send a Scheme Application Form within three months of the date of the Completion of Procedures letter. A Scheme Application Form can be obtained from the Institutional Compliance Officer, from Chester Students' Union or downloaded from the OIA website www.oiahe.org.uk.
- 52 Where a student has failed to comply with the University's time limits for Review the student has in effect exhausted the internal procedure and no further recourse is available to the student(s). However, in these circumstances there is no need to issue a Completion of Procedures Letter automatically. This is because the student would be able to by-pass the final stage of the University procedure and go directly to the Adjudicator.
- 53 However, if a student requests a Completion of Procedures Letter then one will be issued by the Dean of Students, but will indicate in the letter that the individual student was out of time under the procedure and therefore excluded from submitting a Review.

X Conduct which may also be a Criminal Offence

- 54 There are occasions when behaviour on the part of a student is not only misconduct under the University's Disciplinary Rules, but may also constitute a criminal offence. Particular care will be taken to ensure that no comments are made to the media on any case that may be the subject of criminal prosecution.
- 55 The following procedures apply where the alleged misconduct may also constitute an offence under the criminal law, if proved in a Court of Law:
- 56 No action (other than suspension or exclusion pursuant to Section XI) may be taken under these procedures unless or until the matter has been reported to the police.

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- 57 If a decision not to prosecute is subsequently taken, the Vice-Chancellor shall decide whether disciplinary action should continue or be initiated under the University Disciplinary Rules and Procedures.
- 58 If a decision to prosecute is taken and a conviction obtained, the court's penalty shall be taken into consideration in determining any penalty under these Rules and Procedures.
- 59 If a decision to prosecute is taken and an acquittal made, the Vice-Chancellor may decide whether disciplinary action should continue or be taken under the University disciplinary rules and procedures.
- 60 The University have a statutory duty to refer any person who has engaged in relevant conduct and a duty to provide information to the Independent Safeguarding Authority upon request. The University must refer information to the Independent Safeguarding Authority when they have dismissed an individual, or an individual resigns, because they harmed, or may harm, a child or vulnerable adult; including the possession of pornographic images of children and vulnerable adults, or in the opinion of the University the misconduct may lead the ISA to consider it appropriate to bar the individual. Moreover, any form of misconduct that may be regarded as specified behaviour under the Safeguarding Vulnerable Groups Act that leads to consideration for inclusion on one or both of the barred lists will lead to the individual being referred to the Independent Safeguarding Authority for consideration.

XI Suspension and Exclusion Pending a Hearing

- 61 A student who is the subject of a complaint or allegation of misconduct, or against whom a criminal charge is pending, or who is the subject of police investigation may be suspended, or excluded by the Vice-Chancellor or Deputy-Vice-Chancellor pending the disciplinary hearing or the outcome of police investigation.
- 62 When the Vice-Chancellor has delegated power to a nominee (other than the Deputy-Vice-Chancellor) a full report shall be made to the Vice-Chancellor of any suspension or exclusion by the nominee.
- 63 Suspension may be a total prohibition of attendance at, and access to University premises, and of participation in University activities or subject to such conditions as the Vice-Chancellor may impose.
- 64 Exclusion involves selective restriction on attendance at, or access to, the University premises or prohibition of exercising the functions, or duties, of any office or committee membership in the University, or the Students' Union, the exact details to be specified in writing.
- 65 Suspension should be used only where there are good grounds for deeming exclusion to be inadequate.
- 66 An order of suspension, or exclusion, may include a requirement that the student should have no contact of any kind with a named person, or persons.
- 67 Suspension, or exclusion, pending a hearing must not be used as a penalty. The use of the power to suspend, or exclude, under this provision is to protect the members of the University community in general, or a particular

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member, or members, and the power shall be used only where the Vice-Chancellor is of the opinion that it is urgent and necessary to take such action. Written reasons for the decision shall be recorded and made available to the student.

- 68 The Vice Chancellor's power of exclusion shall extend to fieldwork or field course or other organised activity away from University premises and the leader of such organised activity shall have the delegated authority to exclude any student or students. Such an exclusion decision may be in respect of a particular activity or associated residential accommodation, notwithstanding the exclusion necessitates the student leaving the course.
- 69 Save in respect of exclusions pursuant to Paragraph 68 no student shall be suspended or excluded unless he, or she, has been given an opportunity to make representations in person to the Vice-Chancellor. In respect of organised activities away from the University premises the representation in person to the Vice-Chancellor shall be made as soon as practicable following return to the University.
- 70 In cases of great urgency, the Vice-Chancellor shall be empowered to suspend a student with immediate effect, provided that the opportunities mentioned above are given and the matter reviewed within five days.
- 71 A decision to suspend, or exclude, from academic activities associated with the student's course of study (other than access to the Library), shall be subject to review, at the request of the student, where it has continued for four weeks. Such a review will not involve a hearing or submissions made in person, but the student shall be entitled to submit written representations. The review will be conducted by the Vice-Chancellor.
- 72 The Vice-Chancellor shall review the suspension or exclusion every four weeks.

END

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Appendix A

The examples listed below are illustrative only and are neither comprehensive nor exhaustive. These examples may be added to or amended as necessary by the Vice-Chancellor:

- a Disrupts, or improperly interferes with, the academic, administrative, sporting, social, or other activities of the University, whether on University premises or elsewhere.
- b Obstructs, or improperly interferes with, the functions, duties or activities of any student, member of staff or other employee of the University, or any authorised visitor to the University, whether on University premises or elsewhere.
- c Behaviour which brings the University into disrepute.
- d Failure to comply with any aspect of the Health and Safety Procedures, rules or duties of the University or of any other organisation to which a student may be subject. Failure to take reasonable care for the health and safety of oneself or any of any student, member of staff or other employee of the University or any authorised visitor to the University.
- e Breach of the provisions of any rules or regulations of the University or of any other organisation to which a student may be subject.
- f Offences during assessment and examination which do constitute academic malpractice, for which separate rules and procedures apply, and may constitute failure to maintain professional suitability.
- g Damage to, or defacement of, University property or the property of other members of the University community caused intentionally or recklessly, and misappropriation of such property.
- h Unauthorised publication or transmission to any third party of a University activity and/or the unauthorised use of any form of recording equipment during a University activity.
- i Misuse or unauthorised use of University premises or items of property, including computer misuse and the communications network.
- j Failure to disclose your name and other relevant details to an officer or employee of the University of Chester, in circumstances when it is reasonable to require that such Information be given.
- k Failure to comply with a previously-imposed penalty or implemented action under these rules and procedures.
- l Acts of disturbance that threaten the rights and privacy of any member of the University, whilst on University premises or engaged in University activity, or resident in University owned or managed accommodation.
- m Failure to uphold or pursue the standards expected of any relevant professional or vocational bodies, which awards qualifications to students in relation to the care, welfare or education of the public.
- n Violent, indecent, disorderly, threatening, intimidating, offensive behaviour or language (whether expressed orally or in writing, including electronically).
- o Conduct that may incite, fund, promote or lead to acts of violent extremism.
- p Dishonesty or the supply of false or misleading information in relation to the University or its staff or students in connection with the holding of any office in the University, or in relation to being a student at the University, or in circumstances which the University reasonably considers affect professional suitability.

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Appendix A

- q Any act of unlawful discrimination, or any bullying, harassment or victimisation of any student, member of staff or other employee of the University or any authorised visitor to the University.
- r The sending or posting of harmful, cruel or offensive text or images using the Internet or other digital communication devices against any student, member of staff or other employee of the University or any authorised visitor to the University.
- s Possession of an offensive weapon (including replica weapons) and /or ammunition on University premises.
- t Possession of illegal drugs whilst on University premises.
- u Inclusion on one or more of the barred lists maintained under the Safeguarding Vulnerable Groups Act 2006 or any act that would lead to investigation or deregistration by an appropriate professional body.
- v Conduct which constitutes a criminal offence.
- w Failure to respect the rights of others with regards to:
 - a. Freedom of speech and expression
 - b. Freedom of belief, thought, conscience and religion
 - c. Confidentiality and Privacy

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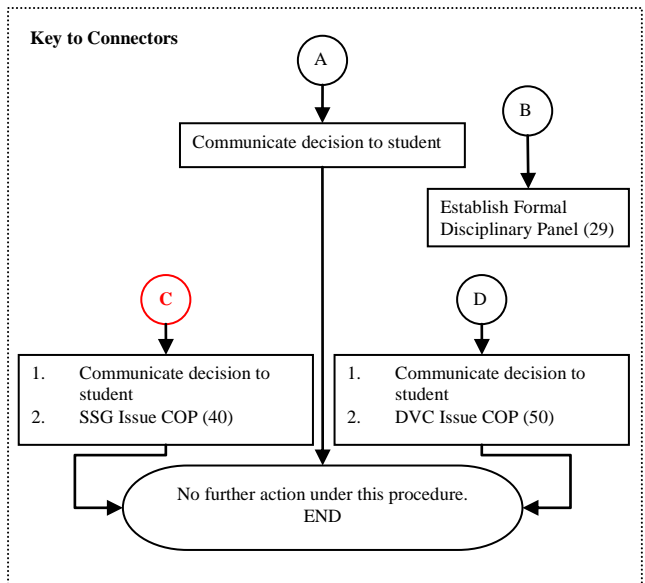
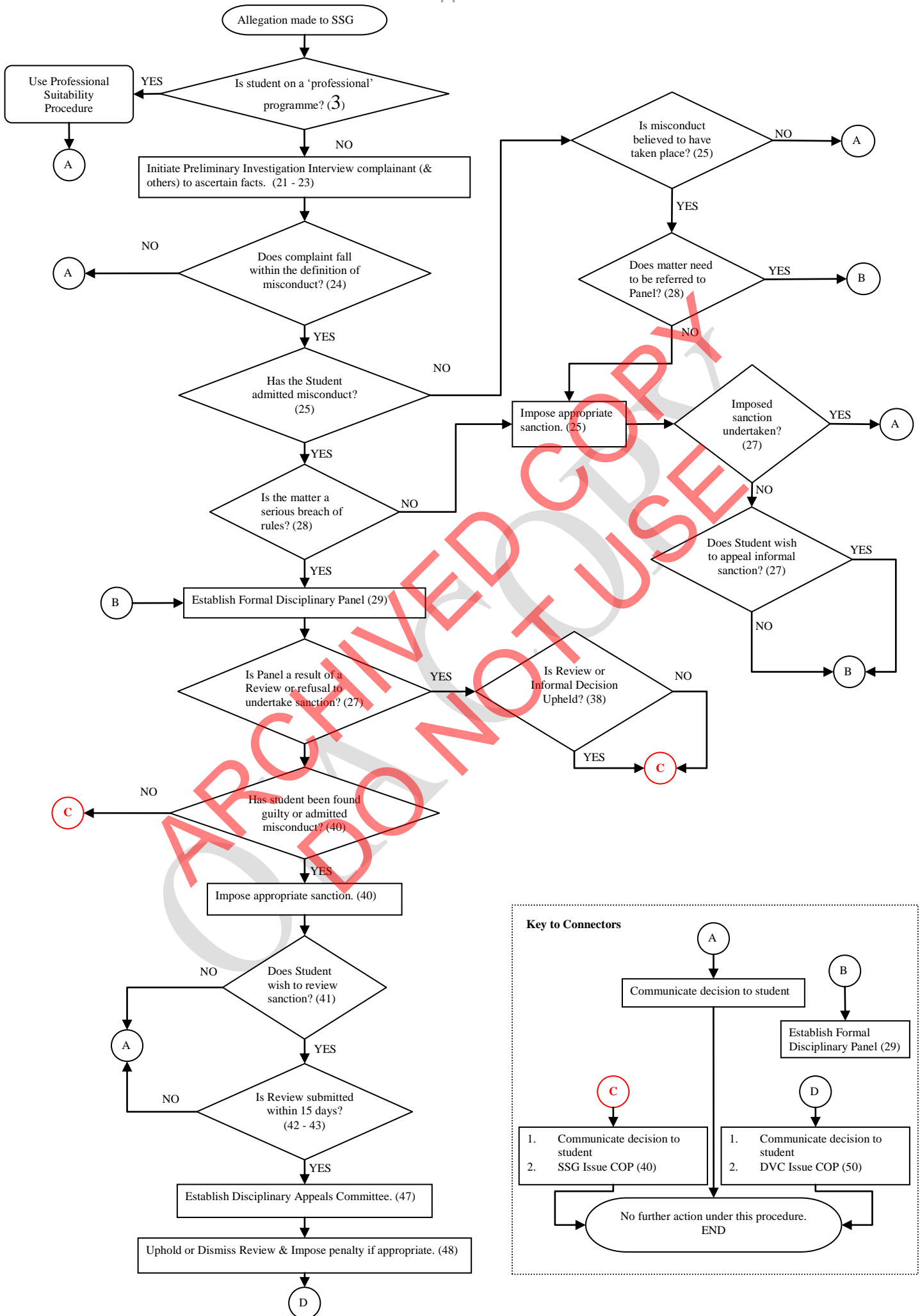
Appendix B

Suggested Format for Hearings Under the Formal Stage

Formal hearings held under the Student Disciplinary Procedure will normally be conducted as outlined below. The Chair will be responsible for the conduct of the hearing and will have regard to the suggested format; however the Chair may conduct the hearing as s/he believes to be appropriate so long as the format adopted provides a fair and impartial process and is outlined, so far as possible, to all parties at the beginning of the hearing. Where a student admits the misconduct the panel may dispense with those parts of the suggested format which in the reasonable opinion of the Chair may be superfluous.

- I The Panel will initially meet in private to decide the format or conduct of the hearing and to examine any relevant papers submitted prior to the hearing.
- II In the presence of all parties the Chair will outline the format or conduct of the hearing to be adopted.
- III The Chair will repeat to the student the allegations made against the student.
- IV The Invoking Officer will present the case in support of the allegations, and may be questioned as follows:
 - a By the student or representative
 - b By the Panel
- V Witnesses may be called to support the case for the University and will be questioned as follows:
 - a By the Invoking Officer
 - b By the student or representative
 - c By the Panel
 - d By the Invoking Officer in re examination
- VI The student or representative will present the defence and the representative and/or student may be questioned as follows:
 - a By the Invoking Officer
 - b By the Panel
- VII Witnesses may be called to support the case of the student and will be questioned as follows:
 - a By the student or representative
 - b By the Invoking Officer
 - c By the Panel
 - d By the student or representative in re examination
- VIII The Invoking Officer will summarise the case against the student.
- IX The student or representative will summarise the case for the defence.
- X The Chair will call on both parties to withdraw; but may recall either party in the presence of the other for clarification.
- XI The Chair may adjourn the hearing before reaching a decision, if further investigation is warranted.
- XII The Chair will recall both parties and inform them of the decision, which will be confirmed in writing within 10 working days.

Student Disciplinary Procedure Appendix C



Template for Completion of Procedures Letter for The Student Complaints Scheme as Recommended by the OIAHE

NB. The format may be adjusted to meet the individual circumstances of a complaint providing that the key points are covered, that is:

- **confirmation that internal procedures have been completed**
- **summary of the issues addressed by the HEI at the final stage of the internal procedures**
- **final decision of the Higher Education Institution**
- **student's right to take complaint to the OIA**
- **warning of three month time limit (in bold)**
- **how scheme application form can be obtained**
- **enclose leaflet**
- **point of contact at HEI.**

"Dear [name of complainant],

Completion of Procedures Letter

This letter confirms that the internal complaints procedures of this University in relation to your disciplinary under the disciplinary procedure of this University regarding [describe] have been completed.

However, under the University procedure you failed to request a Review against the decision of the Panel within the required 15 days and therefore the internal procedure has been exhausted by default.¹

The issue(s) that were considered in relation to your disciplinary was/were: [brief summary of the disciplinary matter]

The final decision of the University is [.....detail.....] because [reasons]

The procedures applied were the University of Chester Student Disciplinary Procedure

If you are dissatisfied with the outcome you may be able to apply for a review of your disciplinary matter to the Office of the Independent Adjudicator for Higher Education (OIA) providing that that the complaint that you take to the OIA is eligible under its Rules.

You will need to send to the OIA a Scheme Application Form within **three months** of the date of this letter. A Scheme Application Form can be obtained from Mr Rob Dawson, Institutional Compliance Officer and also may be downloaded from the OIA website www.oiahe.org.uk (or you can telephone or write to the OIA for a form). You should send a copy of this letter to the OIA with your Scheme Application Form.

Please note that the OIA will only review issues that have been dealt with through the University's internal complaints procedures.

The OIA's leaflet, **Introduction to the Student Complaints Scheme**, is enclosed.

If you do decide to take your complaint to the OIA Rob Dawson will deal with the complaint on behalf of the University.

Yours sincerely,"

[Authorised signatory]

¹ This paragraph should only be used where a COP is issued where the appeal times out and following a request by the student.