

## Community Complaints Escalation and Disciplinary Framework

The framework below has been developed in response to complaints received by the University from external sources about the behaviour of our students as local community residents. As a university community it is important that all members adhere to the values that are expected of them, and any behaviour that goes against our community values would potentially be a breach of Regulation 23 on Student Discipline.

We work closely with our partners in local authorities, who have a statutory responsibility for different forms of anti-social behaviour, noise pollution and waste management. We support them to help because we take our contribution to local communities seriously - our significant positive contribution should not be undermined by activities that bring the University into disrepute.

### Sanctions Framework for students

Level	Example incident/behaviours	Enforcement by	Range of Sanctions
<b>0</b>	<b>Incident with no further escalation - examples:</b>		
	Complaints without identifiable details (names/addresses, etc)	Community Engagement Team	No sanctions required
	Issues where WDC/CCC already have plans to speak to the student(s) and our involvement would be a duplication.		
	Complaint where no rules are breached but neighbours dislike the activity, e.g. wheelie bins are stored within the local authority rules but are visible.		
	Vexatious or malicious complaints		
<b>1</b>	<b>First Offence - examples:</b>		
	Failure to place bins in correct place; causing blockages to other residents or placing bins out at the wrong time.	Student Discipline and Resolution Team	<ul style="list-style-type: none"> <li>Letter setting out a reminder of expected behaviours, with local info sheets if helpful, sent to 'The residents' of the property via post.</li> </ul>
	Party held causing disruption to local residents, one off incident.		
	Littering, Fly-tipping, removing trolleys from a supermarket and leaving them in the local residence.		
<b>2</b>	<b>Second offence/First Offence with multiple instances - examples:</b>		
	Repeated occurrence of one of the above (or similar) offences	Student Discipline and Resolution Team	<ul style="list-style-type: none"> <li>Reminder of Responsibilities letter to be sent individually to all identified students at the residence.</li> <li>Formal Warning</li> </ul>

	First notification of noise disturbances/bins issues from the community team (where historical issues have not been reported)		<ul style="list-style-type: none"> <li>Meeting with the Director of Student Discipline and Resolution</li> </ul>
	Disregard for neighbours, or rudeness to neighbours on multiple occasions		
<b>3</b>	<b>Persistent offending or evidenced offence - examples:</b>		
	Multiple occurrences of one of the above, following the issue of a formal warning letter.	Student Discipline and Resolution Team	Notice of Investigation issued and full investigation completed. Referral to a Director Decision Meeting (if appropriate) with the range of sanction available: <ul style="list-style-type: none"> <li>Formal reprimand.</li> <li>A written warning as to future conduct including, where appropriate, signposting to relevant support available</li> <li>Requirement to apologise.</li> <li>Requirement to undertake restorative action.</li> <li>A requirement to make good the cost in whole or in part of any damage caused and/or repay/make good any financial loss to the University</li> <li>Fine (up to maximum of £250)</li> </ul>
	Deliberate significant noise disturbance resulting in a Noise Abatement Order being issued		
	Causing a breach of the peace by being drunk and disorderly as reported to us by the Police or local authorities		
<b>4</b>	<b>Significant offence - examples:</b>		
	Large gatherings or parties where there is a serious risk to health and safety of all concerned	Student Discipline and Resolution Team / Student Discipline Committee	Notice of Investigation issued and full investigation completed. Referral to a Director Decision Meeting (if appropriate) with the range of sanction available as above. Or referral to a Student Discipline Committee (if appropriate) who may apply any of the sanctions available, from a formal warning or fine to Temporary or Permanent Withdrawal from the University.
	Significant damage to property		
	Organising planned activities such as 'house crawls'		
	Deliberate and significant noise disturbance resulting in Police Presence and/or evidence of a noise abatement order provided by complainants	For all levels, if the Police, Courts or other Civil Authority issue a fine or formal caution the University should consider the further offence of breaching the criminal law and bringing the University into disrepute	