Union Theological College
Disciplinary & Complaints Procedures for Residents

A. Complaints Procedure

1. In matters to do with the College Residence (Gibson Chambers)

(a) In the first instance you should raise the matter with the Accommodation Coordinator who may discuss the matter with any other members of College staff, and may refer the matter to the Operations Manager. If you are not satisfied with the outcome, you may raise the matter yourself with the Operations Manager.

(b) If you are still not satisfied, then you may invoke the formal College Residence grievance procedure as detailed below.

2. Harassment

(a) If you feel that any other member of the College community has spoken or behaved to you in a manner that is inappropriate or offensive to you, and you do not feel able to take the matter up directly with the person concerned, then you should approach the Operations Manager,. S/He will attempt to resolve the matter on your behalf or may refer the matter to someone more appropriate to deal with the matter. S/He will not, however, divulge any confidential information to anyone else unless he has first obtained your permission to do so.

(b) If you are not satisfied with the above, then you may invoke the formal grievance procedure as outlined below.

B. Grievance Procedure

1. General

(a) If you have a complaint/grievance that cannot be resolved by the informal procedures outlined above, then you may invoke the College's formal Grievance Procedure for Residents.

(b) Only in exceptional circumstances may you invoke the grievance procedure unless you have first attempted to resolve the matter through the informal complaints procedure outlined above.

2. The Procedure

(a) To invoke the formal grievance procedure, you must put the reasons for the grievance in writing to the Operations Manager stating that you wish to invoke the Grievance Procedure.

(b) Within three days, the Operations Manager, or other member(s) of the senior staff acting on his behalf, will meet with you to verbally hear fuller details from you. At this interview you may be accompanied by a fellow student or resident if you so wish. The Operations Manager, or his representative, may also be accompanied by another member of College staff.

(c) The Operations Manager (or his representative) will then attempt to resolve the matter. He will notify any person who is the subject of your complaint and may discuss the matter with others involved or with anyone who he thinks may be able to help resolve the situation. However, no confidential information you have given will be shared without your permission.

(d) The Operations Manager will inform you of the decision and of your right of appeal.

(e) If you are not satisfied with the decision, through the Senior Executive Academic Administrator you may appeal to the Faculty, who will appoint a sub-committee to meet on their behalf for an initial

hearing of your appeal within seven days. At this hearing you can choose to be accompanied by a fellow student.

(f) Any person against whom you have made a complaint, or from whom you are seeking a redress of grievance, will also be entitled to be present and to state his/her case to the meeting. Any such third party will also be entitled to be accompanied by a fellow student or staff colleague as appropriate. If the complaint or grievance is also the subject of formal proceedings at another institution, university or college, or related to a matter there, then appropriate consultation / liaison will take place.

(g) The College's decision will be final and binding, unless the matters raised are likely to involve disciplinary action against a member of staff, in which case the College may refer the matter to the College Management Committee. Decisions will be communicated in writing.

Appendix 1

Union College Disciplinary Procedures

Disciplinary Procedure for Residents

1. It is hoped that most matters of a disciplinary nature can be resolved informally. However, in certain circumstances it may be necessary to invoke a formal disciplinary procedure.
2. Minor matters may be dealt with by means of an informal meeting with the Operations Manager (or his representative) who may proceed by way of a verbal warning which will be recorded on your file for a period of six months.
3. In the case of alleged serious misconduct and/or gross misconduct, the Operations Manager will write to the resident regarding the alleged matter and invite the resident to a meeting within 7 working days. Following the meeting any decisions made or actions required will be communicated in writing.
4. Examples of serious misconduct that will normally lead to formal disciplinary procedures are:-
   - Harassment or inappropriate behaviour towards another member of the College community or actions which unreasonably affects another resident.
   - Breaches of the rules for the College premises - e.g., tampering with fire equipment, consumption of alcohol, unauthorised guests, or Health & Safety infringements.

   This list contains examples only – and is not exhaustive.

   Repeated offences of a minor nature may also be deemed to be serious misconduct.
5. If a formal disciplinary procedure is necessary, then in the first instance the matter will be heard by the Operations Manager (or his representative), accompanied by another member of staff. Witnesses may be called. Any other evidence that is to be considered will be made known to you. You will be given full opportunity to state your case and, (with the permission of the Operations Manager) you may call other witnesses. You may be accompanied at the hearing by a fellow resident or friend.
6. The Operations Manager (or his representative) may proceed by way of a **verbal warning** or by way of a **formal written warning** which will be recorded on your personal file for a period of twelve months after which it will be removed from your file provided there has been no need for further disciplinary action. Alternatively, the Operations Manager (or his representative) may recommend that you be suspended from College accommodation for a fixed period following which you must re-apply to become a resident. Any such action will be recorded on your personal file a copy of which will be given to you.
7. You may also be required to pay the cost of any damage to property, either from the damage deposit being held, or in addition to it. Any such decision will be notified to you in writing.
8. In the case of gross misconduct (such as theft, use of drugs, violent behaviour, harassment of another member of the College community, conduct which puts the safety of others at risk, malicious damage to property, drunkenness, or any serious or repeated breach of the Rules of the College), then the Operations Manager (or his representative) may require you to leave the College residence forthwith and without notice. The Operations Manager will notify the student or resident in writing of such a decision.
9. You will have a **right of appeal** against any penalty that is imposed by the Operations Manager. You should give notice in writing of your intention to appeal within three days of receiving any decision to

the Senior Executive Academic Administrator. Your appeal will normally be heard within seven days. At the hearing, the panel shall review the decision of the Operations Manager, hearing such evidence as it sees fit. You will be given a full opportunity to state your case and to call relevant witnesses on your behalf. You may be accompanied at the hearing by a fellow resident or friend if you wish.

The decision of the Appeal Panel will be final and binding.