



CODE OF CONDUCT REGULATIONS AND DISCIPLINARY PROCEDURE GOVERNING THE BEHAVIOUR OF MEMBERS OF THE STUDENTS' UNION

1. INTRODUCTION

- I. Bucks Students' Union (BSU) has drawn up a Code of Conduct that governs the activities of its members. The term "member" refers to all full members of the Students' Union as defined in section 3 of the Constitution (i.e. all registered students of Bucks New University who have not exercised their right not to be a member).
- II. The Code of Conduct and associated disciplinary procedures will, additionally, govern the activities of those students of Bucks New University who have exercised their right to "opt-out" of membership of BSU whilst on Students' Union occupied premises or whilst using Students' Union services, facilities or activities or those of clubs or societies. The term "member" in this Code of Conduct includes such students for the purpose of these regulations.
- III. The Code of Conduct and associated disciplinary procedures are intended to promote fairness and order in the treatment of individuals and in the conduct of the Students' Union, in line with the policies of BSU and its parent institution. All members must accept that in any organisation there have to be rules of conduct and behaviour.
- IV. Should it become necessary to take action against any member whose behaviour is contrary to accepted standards then the Code of Conduct explains the grounds on which members may be disciplined.
- V. All members will be responsible for making themselves acquainted with all Union policies and procedures affecting them. It is a requirement of membership that members accept their obligations under the Code of Conduct, and all other relevant policies, rules and regulations.
- VI. Members will be issued with an identity card by the University and are encouraged to collect a students' union (NUS) card from the Students' Union. One of these cards must be produced to any Officer or staff member of BSU upon request when on Students' Union occupied premises or utilising Students' Union services or facilities or taking part in activities which fall under the auspices of BSU. Inability to produce an identity card may lead to immediate exclusion from the premises, services, facilities or activity.
- VII. The Executive Committee of BSU may from time to time amend these regulations and procedures or replace them entirely. Any

changes effected by the Executive Committee shall be deemed to have immediate effect and be binding upon current members.

- VIII. Members whose conduct, in the opinion of the licensees of Union operated licensed services, is prejudicial to the maintenance of good order on licensed premises may be subject to action initiated and enforced by the licensees. Such action does not form part of these Code of Conduct Regulations and may be taken either independently or in addition to action arising from this Code of Conduct.

2. CONDUCT REGULATIONS

2.1 General

- I. Misconduct is defined as *“improper interference with the proper functioning or activities of the Students’ Union, or other members, or those who work in the Students’ Union, or action which is considered detrimental to the best interests of the Students’ Union.”* Serious or gross misconduct is defined as *“misconduct which, if proven, is likely to result in exclusion from Students’ Union occupied premises or withdrawal of rights to participate in or benefit from specified Students’ Union services, facilities or activities for a period greater than four weeks, or would result in suspension or expulsion from membership.”*
- II. The functioning or activities of the Students’ Union include those activities undertaken by student clubs and societies.
- III. Repeated or serial misconduct may be categorised as serious misconduct for the purposes of determining jurisdiction and penalty.
- IV. Breach of any of the following regulations or other misconduct shall make a member liable for disciplinary action under the Students’ Union’s Code of Conduct and Disciplinary Procedure.

2.2 Behaviour Towards Other Members of BSU, BSU employees, visitors, guests and other persons.

- I. Members should always act with reasonable consideration towards other members, employees and other persons using BSU services, facilities or activities, or towards other persons away from the Students’ Union and the University who they may have contact with whilst representing BSU or participating in BSU activities, and observe this Code of Conduct and all subsidiary regulations.
- II. Members shall comply with any reasonable instruction issued by any officer, employee, representative or agent of the Students’ Union. *(In the event of proceedings being brought for non-compliance with any such instruction, it shall be a defence that the instruction was unreasonable or unnecessary in the circumstances for the proper functioning and efficiency of the Students’ Union and the safety and well-being of its members or other persons).*

- III. Members shall not commit or threaten to commit any action which may lead to injury to any person. Members shall not cause any person using Students' Union services, facilities or activities or any guest of the Students' Union, or other persons away from the Students' Union and the University who they may have contact with whilst representing BSU or participating in BSU activities, to be concerned for their safety or well-being.
- IV. Members shall not commit any act of sexual harassment i.e. the making of advances or approaches or innuendoes of a sexual nature to the point at which their behaviour might reasonably cause alarm or distress to the person(s) to whom such approaches, advances or innuendoes have been made.
- V. Members shall not commit or encourage any racist or homophobic activity or behaviour. Members shall not commit or encourage behaviour which is deemed to victimise others in respect of their disability.
- VI. Members are required to observe the Student Union and the University's Health and Safety and Fire regulations and procedures.
- VII. Members shall observe the Health and Safety and Fire Regulations and procedures of other organisations or premises that they may visit whilst representing BSU or participating in BSU activities.

2.3 Use Of Building, Grounds And Equipment

- I. Members shall not deface nor maliciously damage any premises or property occupied, used or owned by the Students' Union.
- II. Members shall not deface nor maliciously damage any premises or property at any other establishment away from the Students' Union whilst representing BSU or participating in BSU activities.
- III. Members shall not intentionally or recklessly interfere with or misuse any equipment provided in the interests of health, safety and welfare.
- IV. Members shall not drop litter, eat or drink in unauthorised areas or smoke in unauthorised areas.
- V. Members shall not enter any part of Students' Union occupied premises which they do not have sufficient cause to enter which is not designated as a communal or public area.
- VI. Except for calls on official Students' Union business, or other calls authorised by a Sabbatical Officer or responsible member of staff, no member is permitted to use the Students' Union's telephone for external calls.
- VII. Members shall not make unauthorised use of Students' Union computers, photocopiers or other equipment and shall observe regulations governing the use of such equipment and services.

- VIII. Members shall not make unauthorised use of Students' Union vehicle and shall observe all regulations and policies relating to the driving or use of such vehicles.

2.4 Administration

- I. Members shall observe the requirements of the Students' Union's constitution.
- II. Members shall not interfere, or seek to interfere, with Students' Union elections with the intent to frustrate the election process, to gain unfair advantage for a candidate(s), or to disadvantage a candidate(s).
- III. Members shall not provide false information with the intent to deceive when seeking the issue of a Students' Union (NUS) card, or applying for membership of the Athletics Union or a club/society, or seeking to register or apply for any other service or activity.
- IV. Officers of clubs/societies shall observe all regulations and policies governing the operation of clubs and societies.
- V. Members shall not forge, alter or misuse any Students' Union document, record or identification card.
- VI. Members shall not seek to utilise the services of the Athletics Union or clubs and societies without first having paid the appropriate membership fee.
- VII. Members shall not seek to gain admission to events, access to services or products for which a charge is payable without paying due charges.
- VIII. Members shall pay any debts or charges due and payable (including fines) to the Students' Union at the required time.

2.5 General

- I. Members shall not commit any act that the President has reason to believe is either a breach of acceptable behaviour or which is detrimental to the best interests of the Students' Union.
- II. Members shall not behave, whether within the premises occupied by the Students' Union, the University or anywhere else, in a way likely to bring the name of the Students' Union into disrepute.
- III. No offensive weapon may be brought onto Students' Union occupied property even if properly licensed.
- IV. Members shall observe regulations in force with regard to the purchase of tickets for entertainments and other social activities.
- V. Members shall observe regulations in force governing admission to premises for the purposes of visiting bars or entertainments events. Such regulations may permit the member to invite guests and in such

circumstances the member shall be responsible for the behaviour of their guest.

- VI. Members shall not purchase alcohol with the intention that the alcohol is consumed by a person who is under 18 years of age.
- VII. Members who are under 18 years of age shall not purchase or consume alcohol whilst on any Students' Union licensed premises.
- VIII. Members shall not possess or use illegal substances whilst in Students' Union occupied premises, representing the Students' Union or participating in Students' Union activities.
- IX. BSU reserves the right to request members to consent to a search of their belongings and/or persons either on admission to premises/events or whilst on the premises or at events. Members will usually be asked to give such consent if their behaviour is or has been consistent with behaviour which could be associated with breaches of this Code of Conduct. In addition, a system of random searches will usually be operated at the entrance to licensed premises. BSU is under no obligation to provide members with reasons as to why a request for a search was made. Members may choose to decline to a search of their belongings and/or persons, in such instances admission to the premises/event will normally be denied or the member will be asked to leave the premises/event for the remainder of the trading day. Members shall be required to observe and respect such requests.
- X. Members who sign in guests to events/events shall be responsible for the behaviour of their guest. Where the behaviour of a guest warrants action under these regulations, action will normally be taken against the member who signed them in.

2.6 Criminal Offences

- I. Members shall not commit any offence against the Criminal Law whilst on Students' Union occupied premises, representing the Students' Union, or participating in Students' Union activities.
- II. Members who allegedly commits a criminal offence in their private lives may be in breach of the Code of Conduct and subject to the Disciplinary Procedure where it is felt that the alleged offence either brings the name of the Students' Union into disrepute, where the behaviour of the member has an adverse impact upon the Students' Union or the ability of other members to benefit fully from their membership of the Students' Union, or where other members or employees of BSU might feel threatened by their presence.
- III. Alleged misconduct, which also appears to constitute a criminal offence, may be referred to the police.
- IV. The victim of alleged misconduct may refer the matter or require the matter to be referred to the police. Whilst there is no legal obligation to report an alleged or suspected offence, anyone may make such a report, and no person may prevent another person from making such a report.

- V. Where there is prima facie evidence that a criminal offence has been committed but the victim does not wish the alleged offence to be reported, the Students' Union's Executive Committee must decide, with due diligence, whether to report the offence or not.

2.7 Complying With Disciplinary Procedures

- I. Members shall not reasonably refuse to assist in procedures for operating the Code of Conduct and Disciplinary Procedures. This shall include a requirement that they identify themselves when requested to do so by any employee of BSU when on Students' Union occupied premises or utilising Students' Union services or facilities or taking part in activities which fall under the auspices of BSU.
- II. Members shall comply immediately with a disciplinary decision upon receipt of notice of the decision, pending the outcome of any appeal if lodged.

3. PENALTIES

- I. The Students' Union shall have the powers to impose a range of penalties for breaches of the Code of Conduct or any other Students' Union regulations. The penalties are:
 - a) Reprimand or caution.
 - b) A written or verbal apology to aggrieved person.
 - c) A formal and recorded written warning indicating the action which may be taken if there is a further breach of the Code of Conduct. A copy of any written warning shall be given to the student, one copy retained by the appropriate Disciplinary Officers and one copy placed on the Disciplinary File kept by the General Manager on behalf of the President. *(Normally no more than one written warning shall be issued before the imposition of a more severe penalty in the event of a further proven or undisputed breach of the code by a member to whom the warning(s) have been issued. However, the period between a first warning and a second proven or undisputed breach of the student conduct regulations as well as the nature of the incidents concerned should be considered before imposing a penalty).*
 - d) Financial restitution in full or in part of the cost of making good and damage or loss suffered by the Students' Union or other members or persons.
 - e) Financial penalty up to £100 for being in breach of the Code of Conduct.
 - f) Exclusion from Students' Union occupied premises or withdrawal of rights to participate in or benefit from specified Students' Union services, facilities or activities for a specified period. (Exclusion or withdrawal of rights may be imposed pending a hearing or pending further investigation of an alleged offence where the nature and/or severity of the alleged offence warranted it).

- g) Suspension from membership of the Students' Union. This shall mean that the member ceases to be a member on a specified date for specified period of time which shall not exceed 12 months.
 - h) Expulsion from membership of the Students' Union. This shall mean that the member ceases to be a member and shall not be entitled to re-enter membership on any future occasion.
 - i) Any combination of the above penalties.
- II. Suspension of penalty. A penalty may be suspended for a given period, subject to the behaviour of the member in the period identified. A written communication to the member setting out such a suspended penalty shall clearly state that the penalty shall be imposed if there is any further proven or undisputed breach of the Code of Conduct or other regulations. Additionally, further conditions governing the imposition of any such penalty may be specified.
 - III. Deferral of penalty. A penalty may be deferred to apply from a certain date to avoid any untoward consequential penalty. Certain decisions by their nature or timing entail further direct or indirect consequential penalties. An example would be were a penalty withdrawing the right of a member to enter the bars coincides with hustings to take place in the bar for an election in which the member is standing. A consequential penalty should NOT normally be taken into account when arriving at the initial decision on the appropriate penalty. It may, however, be appropriate to adjust the penalty which would otherwise have been applied to ensure the effect of any consequential penalty is also fully considered.
 - IV. The Disciplinary Officers may choose to make a report of the case to the Head of Students Services of the University. Such a report shall, in all cases, be made when a penalty is imposed under f,g,h,i above.

4. DISCIPLINARY PROCEDURE

- I. The following principles govern the Disciplinary Procedure.
 - a) Members shall receive a formal written charge relating to the grounds for the disciplinary hearing.
 - b) Members are entitled to be accompanied and assisted at a hearing or appeal by another member.
 - c) Members have the right to see all evidence to be presented throughout the hearing of evidence.
 - d) Disciplinary procedures will be concluded as speedily as possible consistent with fairness and the nature of the alleged misconduct.
 - e) The process provides a right of appeal.

- f) Serious cases of alleged misconduct will be heard directly by the Disciplinary Committee following the investigation carried out by the appointed Disciplinary Officers.
 - g) In all disciplinary proceedings a student shall be presumed to be innocent of the charge until the contrary is proved on the balance of probabilities.
- II. The Disciplinary Procedure may be initiated by any member of the Students' Union, or by members of staff of the Students' Union through the General Manager. The alleged misconduct, together with detail of the student(s) concerned, shall be referred by the complainant to the President (or other Sabbatical Officer in absence) as soon as reasonably possible after the occurrence of the alleged breach. Where a member refuses to identify him/herself, this shall be regarded as a further breach of the Code of Conduct Regulations.
 - III. The President (other Sabbatical Officer in absence) shall nominate 2 Sabbatical Officers (one of whom will normally be the President him/herself) to act as Disciplinary Officers for the case.
 - IV. Where an alleged breach of the Code of Conduct Regulations involves a member in an alleged act of misconduct either within or in the immediate vicinity of licensed premises, then a licensee may suspend that member's right of admission to the licensed premises for up to 28 days without referring the matter to a formal hearing, members shall have the same rights of appeal as detailed in Section 4 XIV. (This provision is in addition to the right of the licensees to take action independent of this procedure).
 - V. Where an alleged breach occurs in any other setting (including trips or activities away from the University) then the appropriate Officer, staff member or other agent shall have the authority to exclude the member from the facility, service or activity or to take any other reasonable action to prevent further immediate breaches of the Code of Conduct Regulations by any member whom they believe to have already breached the Regulations. This action shall at the earliest be reported to the nominated Disciplinary Officers who shall endorse, amend or withdraw the restrictions pending a disciplinary hearing
 - VI. Where the alleged breach constitutes a criminal offence, the Students' Union may decide to refer the matter to the Police. Where a member is subject to criminal proceedings arising out of the alleged breach of the Code of Conduct Regulations, the Students' Union may, at the discretion of the Executive Committee, choose to suspend disciplinary proceedings pending the outcome. *(In such circumstances, the Executive Committee may decide to impose a temporary exclusion from Students' Union occupied premises or temporary withdraw rights to participate in or benefit from specified Students' Union services, facilities or activities pending the outcome of criminal proceedings and any subsequent disciplinary action under this Code of Conduct. Such action will only be taken where it can be demonstrated that the alleged breach of the Code of Conduct, if proven, would mean that the continued presence of the member would either bring the name of the Students' Union into disrepute, where the behaviour of the member has an adverse impact upon the Students' Union or the ability of other*

members to benefit fully from their membership of the Students' Union, or where other members or employees of BCSU might feel threatened by their presence or any other reasonable reason).

- VII. Appropriate investigations will be undertaken as soon as possible. All persons concerned in the alleged misconduct, whether complainant, respondent or witness, will be required to complete a Statement Form. All evidence will be submitted on a Statement Form, together with any additional documentation as appropriate. If the Disciplinary Officers determine that there is prima facie evidence of misconduct, then they shall require that the member(s) (respondents) concerned attend a hearing, normally within 5 working days of receiving the report of the alleged breach. This request shall be made in writing and shall normally provide the member(s) with at least 2 working days notice.
- VIII. The notification of the hearing should also give full details of the alleged breach of the Code of Conduct Regulations: the alleged misconduct charge should be framed with specific reference to the Code of Conduct. The letter should further explain the student's right to be accompanied by a friend or representative; his/her right to provide a statement on his/her behalf and the right to be provided with the evidence on which the charge(s) is based. The respondent will be advised that if he/she fails to attend without good cause the hearing may take place in their absence. Where the nature of the alleged offence and the evidence available justify an immediate exclusion this will also be referenced in the letter.
- IX. Where the Disciplinary Officers determine there is a prima facie evidence of serious misconduct (as defined in section 2.1) then they shall immediately bring the allegation to the attention of the Head of Student Services of the University, complete their investigation and refer the matter to the Disciplinary Committee.
- X. A hearing will be a formal interview held by two Disciplinary Officers. A record will be kept of the hearing by a third party member of the Union's permanent staff (usually the General Manager). Each respondent will be interviewed separately and may be accompanied by a friend (who shall not be a respondent in the case). No witnesses will be called, but any witnesses' statements will be used in evidence. The respondent(s) will be given the opportunity before the hearing to have sight of the evidence on which the charge(s) is based and to respond to the charge(s) and the evidence presented.
- XI. At the hearing, the Disciplinary Officers conducting the hearing should present the member(s) with the facts of the matter and provide details of any supporting evidence. The member will have an opportunity to state his/her case and to provide supporting evidence. During the hearing the member may:
 - a) Accept responsibility for the alleged breach
 - b) Deny responsibility for the alleged breach
 - c) Having admitted or accepted the alleged proven breach, not accept the penalty imposed
 - d) Appeal against the finding and/or the penalty to the Disciplinary Committee.

There should be no plea bargaining.

- XII. At the close of the hearing, the Disciplinary Officers shall, dependent on its outcome, either;
- a) Find the allegation not proven on the balance of probabilities;
 - or
 - b) Find the allegation proven on the balance of probabilities and impose an appropriate penalty or combination of penalties within his/her authority.
- XIII. The details of the interview and any penalty where so determined shall be recorded and the report signed by both Disciplinary Officers. One copy of the report shall be retained by the Disciplinary Officers, one given to the respondent, and one retained on the Disciplinary File maintained by the General Manager. Further circulation of the report will be made as deemed appropriate by the Disciplinary Officers (e.g. to the complainant).
- XIV. On those occasions where:
- a) The member denies responsibility for the breach of the Code of Conduct Regulations but the Disciplinary Officers considers the allegation proven;
 - or
 - b) The member does not accept the penalty;
- the matter shall be referred to the Disciplinary Committee.
- XV. Where a member fails to reply to a request to attend a hearing and does not attend, the hearing may be held in the absence of the Respondent and a decision reached at the discretion of the Disciplinary Officers.

5. DISCIPLINARY OFFICERS (SABBATICAL OFFICERS)

- I. It is important that disciplinary matters should be resolved quickly and at the appropriate level within the Students' Union consistent with principles governing the disciplinary process. Many disciplinary cases are likely to result in minor sanctions and many violations of the Code of Conduct Regulations will not be disputed by the perpetrator. It is equally important to attempt to resolve issues in a more informal setting rather than moving too quickly into the quasi-judicial format of the Disciplinary Committee. Therefore, the Students' Union has nominated its Sabbatical Officers to act as Disciplinary Officers.
- II. 2 Sabbatical Officers shall be nominated by the President (or other Sabbatical Officer in absence) to investigate each case and to conduct a disciplinary hearing if appropriate. Where the Disciplinary Officers considers that a prima facie case exists to suggest that the alleged misconduct was serious or gross misconduct then the Disciplinary Officers shall not hear the case but refer it onto the Disciplinary Committee.

- III. The nominated Disciplinary Officers for each case shall not be members of the Disciplinary Committee which hears that case or appeal.
- IV. Where a Sabbatical Officer is the aggrieved person, he/she will not act as Disciplinary Officer or be a member of the Disciplinary Panel that hears the case or appeal.

6. DISCIPLINARY COMMITTEE

6.1 Membership

- I. The Disciplinary Committee (hereinafter called "the Committee") shall be made up from members of the Executive Committee of the Students' Union plus the Chair or Deputy Chair of Union Council. At least 2 members of the Executive Committee shall be present in order for a hearing to proceed, with at least 1 Sabbatical Officer present. Neither of the 2 Sabbatical Officers who acted as Disciplinary Officers in the case shall be members of the Committee which hears the appeal. The University Chaplain or the Students' Union Advice Centre Manager will act as independent advisors to the committee on issues of procedure and fairness.
- II. All meetings of the Disciplinary Committee will be chaired by a Sabbatical Officer. The General Manager or other permanent member of the Students' Union staff shall act as Secretary to the Committee.
- III. Whenever a meeting of the Committee is called, any member having an interest in its proceedings, which he or she considers may prevent him or her from adjudicating upon them fairly and impartially, shall declare such interest to the Committee. Those Committee members not declaring an interest shall consider the eligibility of the member declaring an interest for membership of the Committee for the meeting in question.

6.2 Functions

- I. The Committee shall consider any alleged serious or gross misconduct by a member of a disciplinary nature which may be referred to it through the Disciplinary Officers and properly submitted appeals by a Complainant or a Respondent against a finding and/or penalty imposed by the Disciplinary Officers.
- II. The Committee shall determine whether it is satisfied that any complaint referred to it has, on a balance of probabilities, been established. If so satisfied it may endorse the decision of the Disciplinary Officers if applicable or impose penalties as set out in section 4. If not so satisfied it may dismiss the case.

6.3 Procedure

- I. The President (or VP Education & Welfare in absence) shall nominate an eligible Sabbatical Officer (who may be him/herself) to act as chair of the Disciplinary Committee. The Chair shall be responsible for convening the Disciplinary Committee and for the proper conduct of all

proceedings relating thereto. The Chair shall take advice, as appropriate, on matters of procedure from the General Manager.

- II. The Respondent shall be provided with, in writing, at least 5 working days before the said meeting:
 - a) notice of the time, place and date of the meeting
 - b) full details of the charge(s) of misconduct
 - c) a copy of any written evidence
 - d) a copy of these regulations
- III. When appearing before the Committee, the Respondent may be accompanied by a friend who shall be a member of the Students' Union.
- IV. The case against the Respondent will be put by one of the Disciplinary Officers.
- V. The case for the Respondent will be put either by the respondent or their friend.
- VI. The Committee, the Respondent and the Disciplinary Officers shall be empowered to present written evidence. Such written evidence may not be provided without providing the other party via the Committee Secretary with a copy of it at least two working days before the hearing. Other forms of evidence other than written statements will be accepted at the discretion of the Chair of the Committee. The Committee, the Respondent and the Disciplinary Officers shall be empowered to cross examine each others evidence.
- VII. The Committee, the Respondent and the Disciplinary Officers shall be empowered to call witnesses and to cross examine each other's witnesses. Only witnesses from whom prior written statements have been received and circulated shall be called. The Chair may set aside this regulation at his/her discretion in the interests of natural justice, but must give his/her reasons for doing so.
- VIII. It shall be the responsibility of the Chair to ensure that a Minute of the hearing is prepared. Such Minute shall be signed by him/her and copies sent to the Complainant and Respondent within 7 days of the hearing. The General Manager shall file a copy of the minute in the Disciplinary File. The Respondent will be informed of his/her right of appeal.
- IX. All hearings of the Committee shall be conducted in private.
- X. Any questions to be determined at a meeting of the Committee shall be determined by a simple majority of the votes of the members of the Committee present excluding the Chair. Where there is an equal division of votes, the Chair shall have a casting vote.
- XI. At the end of the hearing the Chair will notify the Respondent of the decision. The Respondent will be informed that this decision will be communicated to him/her in writing. Where the Committee finds the complaint proven, it shall impose a penalty or a combination of penalties from those available, or, in the case of appeal, confirm, quash or vary the original findings and/or penalty.

6.4 Penalties

- I. Any penalty listed in section 4 or any combination of penalties.

7. APPEAL

- I. The Respondent may appeal against the decision of the Disciplinary Committee. The Complainant may similarly appeal.
- II. The appeal process may be against the finding or the penalty. Any appeal against the finding must be based on
 - a) additional new evidence
 - b) perversity of judgement against the weight of the evidence presented
 - c) material procedural irregularity
 - d) demonstrable prejudice or bias against the Respondent

In addition, where the appeal is against the penalty imposed:

- e) the penalty cited as ultra vires (beyond the authority of the Officer or Committee to impose) or otherwise inappropriate to the misconduct
- III. Any appeal shall be in writing and lodged with the Head of Students' Services of the University who shall decide whether grounds exists for an appeal. The appeal shall follow the complaint process (from stage 2 onwards) for complaints against the Students' Union as set out in the Code of Practice resulting from the requirements of the Education Act 1994, i.e.
- A) the Head of Student Services will convene a panel to include herself/himself, a Dean of Faculty, and a member of the University Directorate.
 - B) the panel will request a report from the Union on their actions and may undertake any necessary investigation.
 - C) the panel will notify both the complainant and the Students' Union of their decision and suggested remedy, if any, within 2 weeks of the complaint being referred to it.
 - D) if the complainant or the Students' Union is dissatisfied by the panel's response, they may request an independent review. The reviewer, shall be a person external to the University with suitable experience of students' unions and higher education institutions, will be appointed by the University Senate who will make recommendations to the Pro-Vice Chancellor of the University.