

## **UNIVERSITY RULES FOR STUDENT CONDUCT 2015-16.**

### **1 Authority**

- 1.1 These Rules are made under the University's Articles of Government (Article 12.2): The Board of Governors, after consultation with the Academic Board and representatives of the students, shall make rules with respect to the conduct of students, including procedures for suspension and expulsion.

### **2 Context**

- 2.1 The Rules which are set out below are applicable to all students of the University, whether full-time or part-time, while they are in their student roles. In particular they apply on University premises but may, where appropriate, apply to off-campus activities, including those arranged by or involving the University, and which may also be outside normal term-times.
- 2.2 These Rules have general application. They should be read in conjunction with specific regulations covering academic requirements, including the requirements of particular physical areas of the University, and, where appropriate, the Terms and Conditions of Residence which govern the University's residential accommodation.
- 2.3 They should also be read in conjunction with the policies and procedures relating to equal opportunities, freedom of speech and bullying and harassment.
- 2.4 The University's expectations regarding the prompt payment of tuition fees and other charges, together with penalties for non-payment are found in the University's Debtor's Regulations. The terms of payment for the University's residential accommodation are contained in the Terms and Conditions of Residence.
- 2.5 Students found in breach of any of the Rules of Student Conduct may be subject to a disciplinary hearing that could put their study at the University at risk.

### **3. Rules of Conduct**

- i) **General**  
Students are expected to behave in a manner consistent with their membership of the University community and with their status within it.

At all times, whether on or off University premises, students are expected to avoid conduct likely to bring the University into disrepute.

ii) Legal Relationship

Students are expected to act within the law of England and Wales. Any offence against such criminal law shall automatically be an offence against University Rules, including offences involving one or more of the following:

- Any kind of violence (including but not limited to) threatening behaviour or harassment, offences concerning the intention to harm or offences which resulted in actual bodily harm
- Offences listed under the Sex Offences Act 2003;
- The unlawful supply of controlled drugs or substances where the conviction concerns commercial drug dealing or trafficking
- Offences involving firearms.
- Offences involving arson.
- Offences listed in the Terrorism Act 2006.

iii) People

Students are expected to behave in a considerate manner towards staff, fellow students, and visitors. In particular, rights to freedom of expression must be respected and there shall be no harassment on any grounds. Students must not impede staff in the performance of their duties and must comply with instructions issued by any member of staff at any time.

iv) Property

Property must be respected whether it belongs to the University, to the Students' Union, or to individuals. It must not be moved without due authorisation, or damaged.

v) Premises

University premises must not be damaged or defaced in any way. Access shall be restricted to areas which are made available for students' work or for their social, recreational or residential use. Access to other areas, such as roofs, maintenance workshops and storerooms and boiler rooms, is forbidden. Within areas of authorised access, restrictions over time or mode of use must also be observed. This includes all 'no smoking' restrictions.

vi) Health and Safety

Students must familiarise themselves with, and observe, all health and safety regulations both for the University in general and for particular areas which they use, e.g. workshops or residential accommodation.

- vii) **Noise and Nuisance**  
Noise, including the playing of music, must at all times be kept to a volume unlikely to offend or distract others. Similarly, activities in public areas which constrict their use by others must be avoided. Mobile devices must be silenced or switched off in the teaching areas, workshops, libraries and during assessment. Litter must not be left anywhere.
- viii) **Vehicles**  
Private vehicles, which must be fully registered and taxed and must display a University permit, may be parked on the campus only in authorised places. Sleeping overnight in parked vehicles on campus is forbidden.
- ix) **Visitors**  
Students may bring visitors to the University subject to any local restrictions (e.g. to workshops only with the permission of the academic staff, or to the Students' Union only in accordance with membership rules). Hosts shall be responsible for the conduct and safety of their guests. Rules for visitors apply, in particular to any children brought into the University.
- x) **Academic**  
Students are expected to undertake their academic work with integrity and honesty, and not to seek to gain advantage over other students by unfair or improper means. The 'Policy and Procedures on Academic Misconduct' set out further the University's expectations in this regard and the procedures for dealing with allegations of academic misconduct.
- xi) **Students under 18 Years of Age**  
Students under the age of 18 are not permitted to use any workshop equipment or machinery without the permission and supervision of a member of University staff associated with their course. Students under the age of 18 are not permitted to leave the University premises without the permission of a member of staff associated with their programme of study.

#### **4. Disciplinary Procedures for non-academic misconduct**

- 4.1 The Vice-Chancellor has delegated responsibility under article 1.1.1 of the Articles of Government for the maintenance of student discipline and for the suspension or expulsion of students on disciplinary grounds. The ultimate

responsibility for student conduct rests with the student. Any student studying or registered at the University shall be subject to disciplinary measures if he or she is found to be guilty of a breach of the Rules for Student Conduct, namely:

- a) Improper interference with the functioning or activities of the University, or of those who work or study in the University; or
- b) Action which otherwise improperly damages the University or its reputation.

4.2. In particular, the following may constitute misconduct, whether occurring on University premises or elsewhere:

- a) Any conduct which constitutes a criminal offence
- b) Disruption of, or improper interference with, the academic, administrative, sporting, social or other activities of the University
- c) Obstruction of, or improper interference with, the functions, duties or activities of any student or member of staff of the University, or any visitor to the University
- d) Violent, indecent, disorderly, threatening, intimidating or offensive behaviour or language (whether expressed verbally, in writing or electronically, including via blogs, social networking websites or other electronic means)
- e) Bullying or harassment of any student or member of staff of the University, or any visitor to the University.
- f) Fraud, deceit, deception or dishonesty in relation to the University or its staff, students or visitors. In addition, the following may be considered grounds for misconduct:
  - i) Failure to reveal details of an 'unspent' criminal conviction, or
  - ii) Failure of a student who undertakes paid or unpaid activity which brings them into frequent contact with children or vulnerable adults whilst in their student role, to reveal any conviction or offence, obtained either pre or post-admission
- g) Theft, misappropriation or misuse of University property, or the property of the University's staff, students or visitors, including computer misuse
- h) Misuse or unauthorised use of University premises

- i) Damage to University property, or the property of the University's staff, students or visitors, caused intentionally or recklessly
- j) Action likely to cause injury or impair safety on University premises
- k) Failure to respect the rights of others to freedom of belief and freedom of speech
- l) Breach of the provisions of any University code, rule or regulation
- m) Failure to disclose personal details to a member of staff of the University in circumstances in which it is reasonable to require that such information be given
- n) Failure to comply with a reasonable instruction relating to discipline, issued with the Vice-Chancellor's authority

4.3 Academic Misconduct is defined in the Assessment Regulations and Appendix 2 in the Student Regulations Handbook.

## 5. Initiation of the Disciplinary Procedure

5.1. The University may initiate the disciplinary procedure where it considers there has been an alleged act of misconduct, howsoever that concern has been brought to the University's attention.

5.2 Whenever possible, the University believes that minor allegations that a Student has breached the Rules of Student Conduct should be dealt with informally between the individuals involved. Where a satisfactory resolution is not possible by this approach or the allegation is of a serious nature, the allegation should be brought formally to the attention of the Head of School of the student against whom the allegation has been made, or, in the case of allegations relating to residential accommodation, the appropriate Accommodation Officer.

5.3 Such allegations will be the subject of an investigation (paragraph 6), and, where appropriate, the issuing of a summary penalty, (paragraph 6.ii) or referral onwards for a hearing before the Executive Dean/Accommodation Services Manager (paragraph 7), or a panel set up by the Deputy Vice-Chancellor (paragraph 9).

5.4 Students who are the subject of allegations of misconduct may seek support and advice from the Students' Union.

- 5.5 The University has the right to report any criminal offence to the police.
- 5.6 Where the alleged misconduct, if proved, would also constitute a serious offence under criminal law, the Head of School/Accommodation Officer, following consultation with the University Secretary, will report the allegations directly to the Deputy Vice-Chancellor. A serious offence is one that is likely to attract an immediate custodial sentence if proved in a criminal court or one that can be tried as a criminal offence only at the Crown Court. The procedures to be followed in these circumstances are set out in Paragraph 12.

## 6. Investigation

- 6.1 Normally, the Head of School or Accommodation Officer, as appropriate, will undertake an investigation to determine the substance of the allegation. This may include taking statements from staff and other students. The student involved in the allegation may be accompanied by a friend, student representative or other representative to any meetings which they are required to attend to discuss the allegation.
- 6.2. Upon the conclusion of the investigation, the Head of School/Accommodation Officer may take one of the following actions:
- i. dismiss the allegation or;
  - ii. impose a summary penalty as set out in paragraph 11.4 i) to vi) (but only if the student agrees in writing, having had options 6.2 iii), iv) and v) below explained to them and also the fact that there is no appeal from this decision) and produce a short written report setting out the decision and reasons or;
  - iii. if the student does not agree to the summary penalty, refer the matter to the Executive Dean or Accommodation Services Manager, as appropriate, with an opinion that a case exists which should be the subject of a hearing before the Executive Dean or Accommodation Services Manager (See paragraph 7) or;
  - iv. if, in cases involving allegations relating to residential accommodation and, in the opinion of the Accommodation Officer the matter is sufficiently serious to merit removal from Halls of Residence or other University managed residential accommodation, refer the matter to the Accommodation Services Manager, with an opinion that a case exists which should be the subject of a hearing before the Accommodation Services Manager (See paragraph 7) or;

- v. If, in the opinion of the Head of School/Accommodation Officer, the matter is sufficiently serious to merit suspension, restricted access to or expulsion from the University, then, after discussion with the Executive Head of School/Accommodation Services Manager refer the matter to the Deputy Vice-Chancellor.

## 7. Referral to Executive Dean or Accommodation Services Manager

- 7.1 A student requested to appear before the Executive Dean or Accommodation Services Manager to discuss the allegation has the right to be accompanied by a friend, supporter from the Students' Union or a representative and shall be given in writing not less than five working days notice of the hearing, along with a copy of the report of the Head of School or Accommodation Officer, as appropriate.
  - 7.2 In cases heard by the Accommodation Services Manager, the Accommodation Services Manager shall appoint one other member of staff from amongst the Senior Managers to hear the case with the Accommodation Services Manager and assist the Accommodation Services Manager in determining an outcome.
  - 7.3 Upon the conclusion of the hearing the Executive Dean/Accommodation Services Manager may take one of the following actions:
    - i) dismiss the allegation
    - ii) support the allegation and impose an appropriate penalty as set out in paragraph 11.4 (i) to (vi) below, providing a short written report explaining the reasons for the decision.
    - iii) In cases heard by the Accommodation Services Manager, support the allegation and impose the penalty as set out in paragraph 11.4 vii) below.
    - iv) After consultation with the University Secretary, produce a written report recommending further action by the Deputy Vice-Chancellor (See Paragraph 9). The report should be made available to the student who is the subject of the allegation.
  - 7.4 The Executive Dean/Accommodation Services Manager will normally inform the student of the outcome of the hearing in writing within five working days of the hearing.
- ## 8. Appeal against the findings of the Executive Dean or Accommodation Services Manager

- 8.1 A student may appeal against the findings of the Executive Dean/Accommodation Services Manager and/or the penalty imposed to the Deputy Vice-Chancellor in writing, setting out the full grounds of appeal, within five working days of being informed of the outcome of the hearing, on the following grounds only:
- i) that the finding should be overturned in the light of new evidence; or
  - ii) that the original hearing was not conducted fairly; or
  - iii) that the finding of guilt was unreasonable in the light of the findings of fact; or
  - iv) that the penalty was too severe in the circumstances.
- 8.2 If grounds for the appeal are accepted, the Deputy Vice-Chancellor may choose to investigate in whatever reasonable manner he/she sees fit.
- 8.3 A student requested to appear before the Deputy Vice-Chancellor to discuss the allegation has the right to be accompanied by a friend, supporter from the Students' Union or a representative and shall be given in writing not less than five working days notice of the hearing.
- 8.4 There will be no entitlement to a re-hearing of the case, which will be allowed only in exceptional circumstances. The Deputy Vice-Chancellor may impose a lesser or greater penalty, having considered whether the original penalty imposed was fair and reasonable in light of all the circumstances of the case.
- 8.5 The Deputy Vice-Chancellor will inform the student in writing within five working days of the conclusion of the investigation of his/her findings. The Deputy Vice-Chancellor's decision is final in respect of an appeal against the findings of the Executive Dean/Accommodation Services Manager and/or the penalty imposed; there is no further right of appeal.
9. Referral to Deputy Vice-Chancellor
- 9.1 If the Executive Dean/Accommodation Services Manager considers that the outcome of an investigation may be restricted access to, suspension or expulsion from the University, the matter shall be referred to the Deputy Vice-Chancellor.
- 9.2 In respect of all other allegations forwarded to the Deputy Vice-Chancellor, he/she will convene a Disciplinary Panel, comprising 2 members independent of



the case from amongst the Leadership Team, and the Senior Managers together with an officer of the Students' Union, to consider the allegation on his/her behalf. The Deputy Vice-Chancellor shall appoint one of the Panel as Chair. The Deputy Vice-Chancellor may also appoint a further individual to advise the disciplinary panel (who may be a lawyer). The University Secretary shall be appointed to conduct the investigation of the allegation for presentation to the Disciplinary Panel and may do so personally or by a representative.

9.3 The Disciplinary Panel shall conduct a hearing of the allegation. The Deputy Vice-Chancellor shall establish rules of procedure for the hearing. These shall include:

- i) the student shall be given in writing not less than 10 working days notice of the hearing together with the allegation and copies of any statements or other written evidence in support of the allegation
- ii) the student shall, not less than 5 working days before the hearing, forward to the Chair of the Disciplinary Panel a written statement and other supporting evidence (if appropriate) in response to the allegation
- iii) the student shall have the right to appear before the Disciplinary Panel to discuss the allegation and has the right to be accompanied by a friend, supporter from the Students' Union or a representative.
- iv) should the student fail to attend the hearing, the hearing will be conducted in their absence.
- v) the University Secretary shall present the allegation, and any supporting evidence, to the Disciplinary Panel, may call witnesses and question the student.
- vi) the Disciplinary Panel shall give the student whose actions are under consideration the opportunity, either personally or by his/her representative, to address it orally, present documentation, call witnesses and question witnesses called by the University Secretary.
- vii) the Disciplinary Panel shall question the witnesses for and against the student, as appropriate.

- viii) both the University Secretary and the student (either personally or by their representatives) shall have the opportunity to summarise the evidence for and against the allegation.
- ix) the University Secretary will form no part of the decision making panel.
- x) If in exceptional circumstances the Panel deems it appropriate, it may adjourn the hearing for a short period to allow further investigation of the relevant evidence.

9.4 The Panel, having considered the case, shall normally make a recommendation to the Deputy Vice-Chancellor within 5 working days following the conclusion of the hearing that one of the following actions should be taken:

- i) dismiss the allegation
- ii) uphold the allegation and recommend to the Deputy Vice-Chancellor the imposition of one or more penalties as set out in paragraph 11.4 below.

9.5 The student shall be advised in writing, within 10 working days following the conclusion of the hearing, of the Deputy Vice-Chancellor's decision and, if appropriate, the penalty to be awarded.

9.6 The student has a right of appeal against the Deputy Vice-Chancellor's decision to the Vice-Chancellor within 5 working days of the receipt of the penalty notice (See paragraph 10).

10. Appeal against the findings of the Deputy Vice-Chancellor

10.1 An appeal should be made in writing by the student to the Vice-Chancellor within 5 working days of the receipt of the notice of penalty, including full details of the grounds for appeal.

10.2 An appeal against the Deputy Vice-Chancellor's decision given in accordance with the above procedure can only be made on one or more of the following grounds:-

- i) that substantive new evidence has come to light;
- ii) that the original hearing was not conducted fairly;

iii) that the finding of guilt was unreasonable in the light of the findings of fact; or

iv) that the penalty was too severe in the circumstances.

10.3 On receipt of the appeal, and where the Vice-Chancellor is satisfied that one or more grounds for appeal may have been met, the Vice-Chancellor will convene a Disciplinary Appeal Panel comprising two members from amongst the Leadership Team, and the Senior Managers (other than those who served on the Disciplinary Panel convened under paragraph 9.3) and the Vice-Chancellor as Chair. In the very exceptional circumstances that the Appeal Panel could not be formed with such members, the Vice-Chancellor would invite a member/members of the Board of Governors other than staff or student members, to join the Panel.

10.4 There is no right of appeal against the penalty imposed by the Deputy Vice-Chancellor other than on the grounds set out above in 10.2 above.

10.5 The Vice-Chancellor shall convene a meeting of the Disciplinary Appeal Panel as soon as is practically possible, and normally not more than 25 working days from receipt of the appeal.

10.6 The Vice-Chancellor is required to establish rules of procedure for the Disciplinary Appeal Panel. These shall include that:-

i) the student and the Deputy Vice-Chancellor shall be given in writing not less than 10 working days notice of the hearing.

ii) the student and the Deputy Vice-Chancellor shall, not less than 5 working days before the hearing, forward to the Chair of the Vice-Chancellor's Disciplinary Appeal Panel a written statement and other evidence (if appropriate) supporting or contesting (as appropriate) the grounds of appeal

iii) the student has a right to appear before the Vice-Chancellor's Disciplinary Appeal Panel to discuss the appeal and to be accompanied by a friend, supporter from the Students' Union or a representative.

iv) the student shall present the appeal (personally or by their representative) and any supporting evidence, to the Vice-Chancellor's Disciplinary Appeal Panel and may call witnesses.

v) the Deputy Vice-Chancellor shall reply to the grounds of appeal with any supporting evidence and may call witnesses

vi) both the Deputy Vice-Chancellor and the student (either personally or by their representatives) shall have the opportunity to summarise their case

10.7 The Vice-Chancellor's Disciplinary Appeal Panel, having considered the case, shall make a decision within 5 working days following the conclusion of the hearing that one of the following actions should be taken:

i) refuse the appeal and uphold the original decision

ii) refer the case back to the Deputy Vice-Chancellor where new evidence indicates that the original decision should be revised

iii) make a new decision

10.8 The student shall be advised in writing, within 10 working days following the conclusion of the hearing, of the decision of the Vice-Chancellor's Disciplinary Appeal Panel. The Panel's decision is final and there is no further right of appeal.

## 11. Penalties

11.1 If a student is found liable in respect of an allegation of misconduct, penalties may be imposed by the Head of School/Accommodation Officer in the case of matters dealt with summarily by them, and by the Executive Dean/Accommodation Services Manager or by the Deputy Vice-Chancellor. The Head of School and the Executive Dean may not restrict access to facilities or impose a penalty of suspension or expulsion from the University. The Accommodation Officer may not restrict a student's access to residential accommodation or suspend or terminate the student's Accommodation Agreement.

11.2 When determining the penalty, consideration will be given to the seriousness of the misconduct, the circumstances of the misconduct, the means and general personal circumstances of the student and whether or not any criminal penalty has been imposed upon the student for the same offence.

11.3 Where a finding of misconduct has been made under these regulations, and a student has also been sentenced by a criminal court on the same facts, the penalty imposed by the criminal court will be taken into account in deciding the penalty under this procedure.

11.4 A student found liable in respect of misconduct may be awarded one or more of the following penalties:

- i) absolute discharge, which means that although the student may be technically guilty of the misconduct alleged, no blame should be attached to his or her actions;
- ii) a caution, which means that no penalty is imposed, but if the student is found guilty of misconduct on a subsequent occasion in the following twelve months, or some other specified period, he or she will then be dealt with for both offences;
- iii) a conditional discharge, which means that no penalty is imposed, subject to the student fulfilling certain stipulated conditions including future good behaviour over the following twelve months or some other specified period. If the conditions are not met, a penalty may be imposed following a further hearing;
- iv) a fine of up to a maximum of £500. This maximum figure will be subject to periodic review by the Board of Governors;
- v) a requirement to pay a reasonable sum by way of compensation for identified and quantified loss;
- vi) a requirement to perform unpaid services for the University community to a maximum of 40 hours;
- vii) removal from the Halls of Residence or other University managed residential accommodation following the service of a 'Notice to Determine', giving 4 weeks notice of the termination of the residential licence on a student who is in breach of the terms of the Terms and Conditions of Residence;
- viii) an access restriction, prohibiting access to specified facilities or buildings (e.g. residential accommodation), or contact with named staff and/or other named students, for a defined period, up to a maximum of twelve months provided that this does not prevent the student's academic progress. The terms of the restriction will be notified to the student in writing
- ix) deferred expulsion for a fixed period of time, up to a maximum of 12 months. Any further conclusive evidence of misconduct within that period and/or failure to comply with additional penalties agreed by the Deputy Vice-Chancellor will normally result in the

student being expelled with immediate effect from the University without referral to a Disciplinary Panel;

- x) suspension from the University for a fixed period of time, up to a maximum of twelve months. A student who is suspended is prohibited from entering all University premises, and from participating in University activities. Suspension may be subject to qualification, such as permission to take an examination. The terms of the suspension will be notified to the student in writing. An order of suspension may include a requirement that the student shall have no contact with a named person or persons;
- xi) expulsion from the University, which means that the student ceases to be a member of the University, and loses all rights and privileges of membership, including the right to complete his or her studies;

## 12 Involvement of the Police and Criminal Courts

12.1 The University has the right to report an allegation of any criminal offence to the police, and, in determining how to proceed thereafter, will take account of whether the alleged misconduct, if proven, would constitute a serious or lesser offence.

12.2 A serious offence is one that:

- can be tried as a criminal offence only at the Crown Court, and
- if proven, is likely to attract an immediate custodial sentence in a criminal court, and
- one which is likely to result in expulsion or suspension as a penalty

12.3 Where the matter has been reported to the police, but the Deputy Vice-Chancellor does not regard the alleged misconduct as constituting a serious offence (as defined in paragraph 12.2), he or she will normally refer the matter back to the appropriate Head of School/Accommodation Officer to deal with the matter internally following the procedures set out in paragraph 6.

12.4 If the Deputy Vice-Chancellor regards the alleged offence as serious (as defined in paragraph 12.2) no internal disciplinary action will normally be taken other than suspension from or restricted access to the University for a fixed period, as a precautionary measure, until the matter has been reported to the police, and either a prosecution has been completed or a decision not to prosecute has been taken.

12.5 If a person claims to be the victim of a serious offence committed

by a student, but does not want the police to be involved, the Deputy Vice-Chancellor may agree not to report the matter to the police. In such circumstances the University will not normally proceed with internal disciplinary measures for the serious offence, although it may take disciplinary action over other related offences.

### 13. Precautionary Suspension or Precautionary Access Restriction

- 13.1 Any decision to impose an order of precautionary suspension or precautionary access restriction is at the discretion of the Deputy Vice-Chancellor, will not be added to the student's record and does not constitute an indication of guilt.
- 13.2 A student who is the subject of a precautionary suspension is prohibited from entering University premises and from participating in University activities. Precautionary suspension may be subject to qualification, such as permission to take an examination. The terms of the suspension will be notified in writing to the student. An order of suspension may include a requirement that the student shall have no contact with a named person or persons.
- 13.3 A student who is the subject of a precautionary access restriction is prohibited from accessing specified University facilities, including its residential accommodation, as a precautionary measure. The terms of the access restriction will be notified in writing to the student. A precautionary access restriction may include a requirement that the student shall have no contact with a named person or persons.
- 13.4 Where it appears to the Deputy Vice-Chancellor that an order of precautionary suspension or access restriction may be appropriate, this will only be considered where:
- there is a risk of re-offending or further offending
  - there is a risk, or perceived risk, that the student might harm others or cause damage to property
  - there is a risk that the student's continued presence may inhibit a proper investigation.

Written reasons for the decision will be recorded and made available to the student.

- 13.5 Unless the matter is deemed to be urgent by the Deputy Vice-Chancellor, no student shall be suspended or subject to an access restriction unless he or she has been given an opportunity to make representations to the Deputy Vice-Chancellor. The representations may be made in person or in writing, as the student chooses, and may be put forward by the student or by the student's

- friend, student representative, or other representative. In cases deemed to be urgent by the Deputy Vice-Chancellor, a student may be suspended or have their access to specified facilities restricted with immediate effect. An opportunity will be given to the student to make representations as soon as reasonably practicable.
- 13.6 A decision to suspend a student a student from academic activities associated with the student's course of study or to restrict access to the residential accommodation shall be subject to review at the request of the student after four weeks. Such a review will not involve a hearing, but the student, either personally or through his or her friend, student representative, or other representative, will be entitled to make written representations. The review will be conducted by the Deputy Vice-Chancellor.
- 13.7 In addition to the initial review, the Deputy Vice-Chancellor shall review the suspension or access restriction on receipt of evidence of altered circumstances which might affect the order.
- 13.8 A student may appeal to the Vice-Chancellor against an order of suspension or restricted access.
14. Office of the Independent Adjudicator
- 14.1 Where a student, other than a Further Education student, is dissatisfied with the outcome of the University's disciplinary procedure, s/he may refer the outcome of the case, as a complaint, to the Office of the Independent Adjudicator for Higher Education (OIA).
- 14.2 The OIA provides an independent scheme for the review of unresolved student complaints. The complaint must be submitted to the OIA within 3 months from the date of issue of the Completion of Procedures letter.
- 14.3 Further details about the OIA can be obtained from the Student Appeals & Complaints Manager, or from the following website: <http://www.oiahe.org.uk/> or by contacting the OIA at the following address:

The Office of the Independent Adjudicator for Higher Education  
Third Floor, Kings Reach  
38-50, Kings Road  
Reading RG1 3AA  
Telephone: 0118 959 9813  
Email: [enquiries@oiahe.org.uk](mailto:enquiries@oiahe.org.uk)