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Appendix I: St Hilda's College BY-LAW XX: Junior Members

Definitions

- 1 For the purpose of this By-Law, the following words shall have the following meaning
- 'Junior Member' shall include any person admitted by the College to read for a First or Higher Degree or Diploma who is, or is to be, matriculated, any Visiting Student and any visitor accepted by the College as a member of the Junior or Middle Common Room.
 - 'expulsion' shall mean the permanent loss of membership of the College and of the University.
 - 'rustication' shall mean the withdrawal of the right of access to all of the premises or facilities of the College and may be for a fixed period or pending the fulfilment of specified conditions or indefinite.
 - 'suspension' shall mean the withdrawal of the right of access as above either as an interim measure pending further investigation or where action is required in a non-disciplinary situation and may be for a fixed period or pending the fulfilment of specified conditions or indefinite.
 - 'harassment' shall mean a course of unwarranted behaviour such as to cause and as may reasonably be expected to cause such distress or annoyance as seriously to disrupt the work or substantially to reduce the quality of life of another person.
 - 'Fitness to Study Panel': the University has established a Fitness to Study panel to determine matters concerning a student's fitness to study within a common framework across departments/faculties and colleges.

Disciplinary Code

- 2 No Junior Member shall intentionally or recklessly
- (a) disrupt or attempt to disrupt teaching or study or research or the administrative, sporting, social or other activities of the College or properties managed directly or indirectly by the College including the Jacqueline du Pré Music Building;
 - (b) disrupt or attempt to disrupt the lawful exercise of freedom of speech by members or employees of the College or visitors to the College;

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- (c) obstruct or attempt to obstruct any Officer, employee or agent of the College in the performance of his or her duties;
 - (d) damage or deface any property of the College or of any member, Officer or employee of the College, or knowingly misappropriate such property;
 - (e) occupy, use, or attempt to occupy or use any property or facilities of the College except as may be authorised by the University or College authorities concerned;
 - (f) forge or falsify any University or College certificate or document or knowingly make false statements concerning standing or results obtained in examinations;
 - (g) engage in any activity likely to cause injury or impair safety;
 - (h) engage in violent, indecent, disorderly, threatening or offensive behaviour or language;
 - (i) engage in the harassment of any member, visitor, employee or agent of the College;
 - (j) engage in any fraudulent or dishonest behaviour in relation to the College or the holding of any College Office;
 - (k) refuse to disclose her name and other relevant details to an Officer or an employee or agent of the College in circumstances where it is reasonable to require such information to be given;
 - (l) use, offer, sell or provide to any person, drugs, the possession or use of which is illegal;
 - (m) engage in conduct in breach of the Statutes and Regulations of the University published from time to time;
 - (n) use unfair means in any College examination or test;
 - (o) engage in conduct in breach of regulations for the use of the College Library published from time to time;
 - (p) engage in conduct in breach of any other College regulation or order published from time to time;
 - (q) engage in any improper conduct which is substantially detrimental to the interests of the College.
- 3 Every undergraduate shall receive a copy of the Official Student Handbook and shall abide by the requirements therein.

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- 4 Every member of the Middle Common Room shall receive a copy of the Official Student Handbook and shall abide by the requirements therein.

Disciplinary Procedures

- 5 The Dean shall be responsible for maintaining the discipline of Junior Members and initiating appropriate action if there is reason to believe that a breach of the Code of Discipline has occurred. The Dean shall be empowered to impose on any Junior Member guilty of a disciplinary offence an appropriate penalty including but not limited to a fine not exceeding £250, 'community service', or rustication for a period not exceeding one week. The Dean may also exclude a Junior Member's name for consideration in the annual room ballot for College accommodation.
- 6 The Dean shall investigate any alleged breach of the Code by a Junior Member and shall be empowered (where the seriousness of the alleged breach justifies it) to suspend the Junior Member with immediate effect until the disciplinary process is complete.
- 7 The Dean may require any Junior Member to attend for interview at a time and place specified. The notification shall normally be in writing and give at least 24 hours notice. The notification shall give particulars of the alleged breach. At a disciplinary interview with the Dean a Junior Member may either
- (a) admit the alleged breach, in which case the Dean shall elicit all information relevant to the penalty and impose an appropriate penalty or warning.
- or
- (b) deny the alleged breach, in which case the Dean shall continue an investigative process. Either the Dean or the Junior Member may request evidence to be provided by other persons.
- 8 At any stage in the procedure the Dean may, if she considers it appropriate in all the circumstances, refer the matter to the Disciplinary Committee. A Junior Member may herself appeal to the Disciplinary Committee if she disputes either the Dean's finding of a breach or the penalty imposed.
- 9 On receipt of a reference or appeal under paragraph 8, the Chairman of the Disciplinary Committee shall arrange for the matter to be considered at a hearing at a time and place stipulated, giving written notice to the Junior Member concerned and any witnesses whose attendance is required. The notice of the hearing shall state the details of the alleged breach of rules. The Junior Member may be accompanied by a junior or senior member of the College community if she so wishes.

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- 10 At the hearing, the Chairman shall explain the procedure to be followed and shall read out, in the case of a reference from the Dean, the alleged breach of the rules, or, in the case of an appeal by the Junior Member against a ruling by the Dean, the finding of the breach and the penalty against which the appeal is directed. The Committee shall invite evidence from the Junior Member and from any witness whose evidence they consider may be significant.
- 11 At the conclusion of the hearing the Junior Member shall withdraw and the Committee shall reach a determination as to whether any breach of the rules has been established and, if so, the appropriate penalty. The Committee may impose a penalty including but not limited to fine not exceeding £500, "community service", rustication or suspension for a period not exceeding one term. Alternatively, it may recommend to the Governing Body that it should consider a longer period of suspension, or expulsion.
- 12 The Committee shall inform the Junior Member in writing, as soon as possible, of its determination, and shall report the same in writing to the Governing Body which may, after taking account of any further representations from the Junior Member, accept, modify or reject the determination. A decision of the Governing Body shall be final (except in so far as an appeal may lie to the Appeal Tribunal of the Conference of Colleges [see By-Law XX, 18 viii]).

Proceedings in relation to a criminal offence

- 13 If an alleged breach of discipline involves conduct which is liable to be prosecuted in a court of law then the Dean and/or the Disciplinary Committee shall not proceed, if at all, unless they are satisfied either that any criminal proceedings in respect of that conduct have been completed (whether by conviction or acquittal or discontinuance) or that the alleged offender is unlikely to be prosecuted in a court of law.
- 14 In the event that criminal proceedings are pending against a Junior Member, or that the Dean is of the opinion that action is necessary to safeguard the interests of other members of the College, the Dean may suspend the Junior Member pending the outcome of such criminal proceedings.
- 15 The Governing Body may, after taking into account any representations made by or on behalf of the Junior Member, expel or rusticate any Junior Member who is convicted of a criminal offence capable of attracting an immediate sentence of imprisonment, or may impose such lesser penalty as they think fit.

Fees and Charges

- 16 The Governing Body may, after taking into account any representations made by or on behalf of the Junior Member, suspend any Junior Member who is in default in the payment of any fee or charge due to the College or to the University until payment has been made.

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Academic Discipline

- 17 Requirements for the maintenance of good academic standing: undergraduates.
- i. For the purposes of By-law XX, 17-19, ‘undergraduates’ includes graduates reading for a Final Honour School.
 - ii. Undergraduates are required to produce work of a standard commensurate with their individual ability and circumstances and appropriate to the stage which they have reached in their course: normally of 2.1 standard, but in no case of below Third Class standard. Undergraduates are not admitted to read for a Pass School.
 - iii. Undergraduates must keep the residence requirements laid down by the University. An undergraduate who fails to do so will be sent down, unless she is granted dispensation by the University.
 - iv. Attendance at tutorials, collections and at classes required by tutors is compulsory. Undergraduates must not absent themselves without prior permission except for illness or other urgent cause, which must be explained to the tutor as soon as possible afterwards. Undergraduates must satisfy any conditions required by the Examination Regulations and Faculty handbooks relating to the particular School for which they are studying, e.g. for practical work or vacation courses.
 - v. Every undergraduate is required to produce assignments (essays, problem sheets etc.) with the regularity required by the tutor(s), except where permission on adequate grounds is obtained, preferably in advance, from the tutor(s) concerned.
 - vi. Every undergraduate is required either to sit a written invigilated collection at the beginning of each term, or to submit by the end of 0th Week written work specified by her tutor and produced during the vacation, unless dispensed by her tutor. Collections take precedence over all other engagements.
- 18 **Academic Deficiency**
- i. ‘Academic deficiency’ means breach of 17 ii, iv, v or vi above. It shall be dealt with according to the following Academic Disciplinary Procedure. Every breach of 17 vi, and every breach of 17 iv or v lasting two consecutive weeks, shall normally entail the immediate initiation of the procedure.

Academic Disciplinary Procedure

- ii. **Stage 1: Informal Warning:** Academic deficiency is dealt with initially by an informal warning, given by the subject tutor(s) after consultation with the Senior Tutor. Such a warning may be given on the basis of information concerning academic deficiency received from an external tutor or college lecturer. A first informal warning shall be issued at a special interview, at which should first occur a full discussion with the undergraduate, so that the latter can put her case and make the college aware of any mitigating or complicating circumstances. Any such factors which come to light should (with the undergraduate's permission) be noted on her file, and may affect the course of action to be taken and the outcomes of the interview. The tutor should explain to the undergraduate what improvements she is required to make within a defined timescale (normally within 1-4 weeks). Beyond this deadline, the undergraduate will remain on probation against failure to sustain the improvements, normally until the start of the next term but one following that in which the warning is given. The tutor must write to the undergraduate, normally within 3 working days of the meeting, confirming what improvements she is required to make and the timescale. A copy of the relevant part of By-Law XX, giving details of the Academic Disciplinary Procedure, should be enclosed with the letter. A copy of the letter must be sent to the College Academic Registrar, to be kept in the undergraduate's file.

- iii. **Stage 2: Formal Warning:** If the undergraduate fails to produce the improvements required in Stage 1 during the specified timescale or to sustain them during the specified probation period, she shall be called to a special interview with the Senior Tutor at which should first occur a full discussion with the undergraduate, so that the latter can put her case and make the college aware of any mitigating or complicating circumstances. Any such factors which come to light should (with the undergraduate's permission) be noted on her file, and may affect the course of action to be taken and the outcomes of the interview. If the Senior Tutor and the subject tutors believe that the student is genuinely trying to achieve the level of performance required by Clause 17(ii), then Clause 18(x) should apply. If a Formal Warning is issued then the Senior Tutor should explain to the undergraduate what required improvements she is required to make within a defined timescale (normally within 1-4 weeks). Beyond this deadline, the undergraduate will remain on probation against failure to sustain the improvements (normally until the start of the next term but one following that in which the warning is given). The Senior Tutor must write to the undergraduate, normally within 3 working days of the meeting, confirming what improvements she is required to make and the timescale. This will be copied to the relevant subject tutor and the Academic Registrar.

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- iv. **Stage 3: Penal Collections:** If the undergraduate fails to produce the improvements required in Stage 2 during the specified timescale or to sustain them during the specified probation period –
- (a) if the academic deficiency includes the submission of substandard work, the undergraduate may be set penal collections. The form of, date (which shall be as early as practicable) for, and standard to be attained in these collections shall be notified to the Tutorial Committee on the advice of the subject tutor(s) and Senior Tutor, which advice shall be formulated after discussion with the undergraduate; the standard to be attained should not without good reason diverge from that required of the undergraduate in her previous warnings. These details shall be communicated by the Senior Tutor in writing to the undergraduate. Penal collection papers shall be set externally, and blind marked by two external assessors. The outcome will be communicated to the undergraduate as soon as possible, and normally within two weeks. Failure to attain the required standard shall be referred to the Academic Disciplinary Committee. Attainment of the required standard shall be followed by probation against failure to sustain it, for the remainder of the undergraduate's time at the college, breach of which shall entail recommencement of the procedure at Stage 2.
 - (b) if the academic deficiency is of any other kind, it shall be referred directly to the Academic Disciplinary Committee.
- v. **Stage 4: Academic Disciplinary Committee:** If it is necessary under Stage 3 to refer an undergraduate to the Academic Disciplinary Committee, the Senior Tutor shall immediately inform the Principal and Vice-Principal. The Vice-Principal shall convene the Committee, consisting of the Vice-Principal and three further Fellows not being the undergraduate's tutors. The Committee shall proceed as follows –
- (a) the Committee's hearing shall take place as soon as practicable; normally within one week of the Senior Tutor informing the Principal and Vice-Principal. The undergraduate shall in advance of the hearing be given a clear statement of the grounds for her being referred to the Committee, and a copy of all documentation with which the Committee is provided. She should be given the opportunity to bring forward material considerations and mitigating circumstances, which may include, but need not be confined to, medical evidence. The undergraduate should be allowed to take advice in advance of the hearing and should be adequately represented at the hearing itself, being given the chance either to make a written submission, or, if she prefers, to appear in person before the Committee. The undergraduate should in the latter case be offered the possibility of being accompanied by another junior or senior member, either of the College community or from elsewhere in the University.

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- (b) it shall be the duty of the Committee to establish all relevant facts and to decide, bearing in mind the interests of the College and of the undergraduate, whether the undergraduate should be expelled; or should be rusticated, to be readmitted into residence on such terms as the Committee should decide; or should be permitted to remain in residence, on such terms as the Committee should decide. The undergraduate, her representative or companion, and her subject tutor(s) should withdraw before a decision is made. The Committee's decision, including a statement of all the relevant facts, shall be put in writing and conveyed to the Governing Body. A copy of it shall be given to the undergraduate.
 - (c) the Committee may also decide, in exceptional cases, to refer the case to the University's Fitness to Study Panel. The Academic Disciplinary Committee would then be responsible for endorsing or rejecting the recommendation of the Fitness to Study Panel on behalf of the College.
- vi. ***Stage 5: Academic Disciplinary Appeal Panel:*** The undergraduate may appeal against the decision of the Disciplinary Committee to an Academic Disciplinary Appeal Panel. Any appeal must be made in writing to the Principal within three days of the undergraduate receiving written notification of the Academic Disciplinary Committee's decision. The undergraduate may, but need not, communicate the grounds for their appeal. These may include failure of the Committee to follow procedure or the imposition of a disproportionate penalty. On receipt of an appeal, the Principal shall convene an Academic Disciplinary Appeal Panel.
 - a) The Academic Disciplinary Appeal Panel consists of three Fellows, who need not be members of Governing Body; none of the members shall have been a tutor of the undergraduate; none of the members shall have sat on the Academic Disciplinary Committee hearing the case subject to appeal; the Senior Tutor may not be a member. Members of the Panel are appointed by the Principal, who also appoints one of them as Chairperson.
 - b) The Panel shall meet as soon as practicable; normally within one week of being appointed. It shall be the duty of the Panel to review all the relevant facts and documentation, to verify that the academic disciplinary procedures were properly applied and to consider the proportionality of the penalty, bearing in mind the interests of the College and of the undergraduate. There need not be a hearing held, unless the undergraduate requests to appear before the Panel. The Panel may, in the light of its investigation, uphold or dismiss the recommendation of the Academic Disciplinary Committee, or vary the penalty to be more lenient.

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- vii. **Stage 6: Governing Body:** The decision of the Academic Disciplinary Committee and/or the Academic Disciplinary Appeal Panel will be reported to the next meeting of the Governing Body. The written record of the hearing(s) will be available to Governing Body members prior to the meeting. If the Governing Body considers the proposed penalty to be not appropriate for the academic deficiency for which the undergraduate was referred to the Committee, or believes that procedures have not been properly followed, it may ask the Committee (or where appropriate the Academic Disciplinary Appeal Panel), to reconsider its decision and to report back to the next scheduled meeting of the Governing Body. In such cases, the Governing Body must specify the precise nature of its concerns. The Principal shall convey the decision of the Governing Body to the undergraduate in writing within two days of its meeting, and the undergraduate must be provided with information on further appeal mechanisms available to him or her.

- viii. **Stage 7: Appeal Tribunal of the Conference of Colleges:** If the undergraduate wishes to appeal against the decision of the Governing Body, she may do so to the Appeal Tribunal of the Conference of Colleges, of which St Hilda's is a member. The appellant shall file such an appeal with the Secretariat of the Conference of Colleges, within five days of the date of the written notice to the student of the Governing Body's decision.

- ix. An undergraduate who, after any stage of the above procedure, attains what is required of her and meets the terms of any specified probation period, but who in the view of her tutor demonstrates fresh academic deficiency (whether or not of the same kind as before), shall be reported by the tutor to the Senior Tutor. The Senior Tutor shall then recommence the above procedure at Stage 2.

- x. If, at stages 1-3 in the above procedure, it is concluded that the undergraduate is experiencing genuine difficulty in producing the standard of work of which she is in principle capable, a strategy will be agreed between the undergraduate, the subject tutor(s) and the Senior Tutor whereby the undergraduate will have access to appropriate additional tuition/support. A note of the strategy will be sent to the undergraduate within a week of the agreement. The undergraduate's progress under the strategy will be monitored on a weekly basis for a period to be decided by the Senior Tutor in consultation with the subject tutor(s).

19 **First Public Examination and Final Honours Schools**

- i. An undergraduate may not continue to study at the College unless she has passed the First Public Examination before the beginning of her second year of study.
- ii. An undergraduate who fails to pass a First Public Examination at her first attempt shall be required to retake the Examination at the next possible occasion.
- iii. If an undergraduate's result in the First Public Examination (whether on a first or second attempt) constitutes a failure to meet requirements incumbent upon her under the Academic Disciplinary Procedure, she shall (subject to iv below) be dealt with accordingly, following that procedure.
- iv. If, on her second attempt at the First Public Examination, an undergraduate fails the Examination, or achieves only an unclassified pass in a classified Examination –
 - (a) the Senior Tutor shall as soon as possible write to the undergraduate, enclosing a copy of the By-Law XX, giving details of the Academic Disciplinary Procedure, and giving her the opportunity to draw attention (in writing, and within a week) to any special contributory circumstances. If the undergraduate makes no such submission, the Senior Tutor shall inform the undergraduate that she is expelled and report the matter immediately to the Principal and to the next meeting of the Governing Body.
 - (b) if such a submission is made, the Senior Tutor shall immediately inform the Principal, and the Vice Principal who shall convene the Academic Disciplinary Committee to decide how the case should be treated. The Committee shall be constituted and shall proceed as described in Stage 4 of the Academic Disciplinary Procedure. In addition to the courses of action set out in Stage 4 v (b) the submission may include a request for a further, exceptional, opportunity to re-sit the First Public Examination. In this case the Academic Disciplinary Committee shall consider and decide whether the College should support an application to the Education Committee of the University for a further exceptional opportunity to be granted. Stages 5 to 7 (18 viii) of the Academic Disciplinary Procedure shall be followed as necessary. The undergraduate has the right to make an application to the Education Committee regardless of the College's decision on this matter.

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v. **Final Honours Schools**

Undergraduates will not be allowed to defer Schools unless there are medical grounds or in very exceptional circumstances which seem reasonable to the Principal and the Senior Tutor. An undergraduate who has been or is on probation will be warned at the time of the probation that a poor academic performance will not be accepted as a reason for deferral.

Procedures in Relation to Ill-Health

- 20 In the event that the Dean believes that a Junior Member is suffering from a serious problem which arises from ill-health, whether this has come to light in the course of a disciplinary investigation or otherwise, she may refer the Junior Member to the College Doctor for assessment. A similar reference may be made by the Disciplinary Committee in the course of its investigation into any disciplinary charge or by the Tutorial Committee or the Academic Disciplinary Committee in relation to academic under-performance.
- 21 Where disciplinary proceedings have already been commenced they shall be adjourned pending a determination under these procedures.
- 22 The College Doctor shall be responsible for examining the state of the Junior Member's health, and seeking medical evidence where necessary from the Junior Member's general practitioner or other medical adviser and may recommend that she submit to an independent medical examination at the College's expense. Any request for a medical report shall observe the provisions of the Access to Medical Records Act 1988.
- 23 If the Junior Member fails to cooperate with these enquiries she may be liable to suspension.
- 24 The College Doctor, having considered the evidence available, shall report her findings to the Dean, if the reference has been made by the Dean, or to the Committee if the reference has been made by any Committee. The Dean or the Committee, as the case may be, may invite the Junior Member to attend a hearing to consider all the evidence. At the Dean's or the Committee's discretion, a third party may represent the Junior Member at such a hearing.
- 25 Having considered the evidence, the Dean or the Committee may proceed in any of the following ways:
 - (a) in any case where disciplinary proceedings have been adjourned, but the Dean or the Committee is satisfied that the Junior Member is not suffering from a serious problem relating to ill health, the proceedings shall be resumed; or

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- (b) in any other case, the Dean or the Committee may
 - (i) dismiss the matter, whether absolutely or subject to conditions (e.g. as to medical treatment);
 - (ii) suspend the Junior Member for a specified period not exceeding one term (whether or not subject to conditions); or
 - (iii) invite the Governing Body to refer the matter to a Medical Panel to consider whether the Junior Member should be expelled, or should be suspended for a period longer than one term, or indefinitely.
- 26 A Medical Panel shall comprise three members appointed by the Governing Body when the occasion arises, with experience appropriate to the issues under consideration. At least one member of the Panel shall be medically qualified and at least one member of the Panel shall be a Fellow of the College with recent tutorial experience. The Panel shall invite the Junior Member to attend a hearing. At the Panel's discretion, a third party may accompany and/or represent the Junior Member. The Panel shall consider in the light of the evidence whether the Junior Member's continued residence in the College is desirable, taking account both of the interests of the Junior Member and of the College community, and shall report its conclusions to the Governing Body with a recommendation.
- 27 On receipt of the Panel's report, the Governing Body may implement any recommendation in relation to expulsion or make such lesser order as it thinks fit.
- 28 At all stages of these procedures, the Junior Member shall be given at least 5 days written notice of a hearing or examination, with information of the issues under consideration, and shall be given the opportunity to make representations.
- 29 If at any stage of these procedures the Junior Member, having received reasonable notice of a hearing or examination, without reasonable cause fails to attend or be represented, then the Dean or the Disciplinary Committee or the Medical Panel or the Governing Body, as the case may be, may proceed in her absence.

General procedural requirements

- 30 In all procedures under this By-Law which may lead to the imposition of a penalty by the Disciplinary Committee or the Governing Body, the Junior Member shall be given at least 5 days written notice of the relevant hearing, with information of the issues under consideration, and shall be given the opportunity to make representations. At the discretion of the Committee or of the Governing Body, a third party may accompany and/or represent the Junior Member. If at any stage the Junior Member without reasonable cause fails to attend or be represented then the Committee or the Governing Body, as the case may be, may proceed in her absence.

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- 31 A Junior Member who is liable to be expelled or rusticated or subject to any other serious penalty shall be reminded of her right to bring a complaint or appeal to the Visitor.

Student Complaints Procedure

32 Introduction:

- 32.1 This section lays out procedures for students who wish the College to consider and, if necessary, respond to serious dissatisfaction with their tuition, or other aspects of College life, in cases that do not involve harassment or appeals against the outcome of a disciplinary procedure (which have their own procedures also set out in this handbook).
- 32.2 The majority of cases will normally be settled by the complainant resolving her grievance directly with a tutor or college staff member or manager. Where this is not possible complainants can adopt an informal procedure but a formal procedure is also available where a complainant wishes to register a written grievance.
- 32.3 Anonymous complainants or complaints made on behalf of someone else will not be allowed.
- 32.4 If a complaint remains unresolved after the college's internal procedures have been exhausted a student may ask for the complaint to be reviewed by the Office of the Independent Adjudicator for Higher Education (see www.oiahe.org.uk for further information). Application forms and guidance notes are available from the Academic Administrator. (Please note that complaints relating to academic discipline as set out in By-Law XX are also within the scope of the OIAHE).

33 Informal Procedure:

- 33.1 Complaints may be discussed with any Fellow and the complainant can be accompanied at any stage by a friend or an adviser (e.g. an officer of the JCR or MCR). Fellows who are not themselves College Officers but who have been contacted by a complainant are encouraged to contact the relevant College Officer as quickly as possible.**

33.2 The relevant College Officers are as follows:

- 33.2.1 for academic matters: the Senior Tutor;
- 33.2.2 for issues involving domestic college staff and services e.g. food and accommodation: the Domestic Bursar;
- 33.2.3 for financial matters: the Bursar;
- 33.2.4 other behavioural and disciplinary matters: the Dean;
- 33.2.5 for complaints about a College Officer: the Principal;

33.3 To resolve the complaint the relevant Officer will:

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- 33.3.1 seek to offer sympathetic and confidential advice and/or;
- 33.3.2 try to find a remedy, or a reconciliation (in cases where relations have broken down between individuals, and the complainant does not object to this course).
- 33.3.3 note the withdrawal of a complaint where the complainant decides to do so.
- 33.3.4 adopt the formal procedure in cases where the informal procedure has not resolved a complainant's grievance and the complainant wishes to take the matter further.

34 **Formal Procedure:**

It is not an *a priori* condition of using this procedure that an informal approach must be exhausted before a formal approach is adopted. All formal complaints must be made in writing to the relevant College Officer as set out in 2.2 above.

Stages in Formal Procedure:

- 34.1 A written complaint is submitted to the appropriate College Officer.
- 34.2 The relevant College Officer investigates the complaint and sets out in writing whether the complaint is upheld or not giving reasons for the outcome of the investigation. Wherever possible the written report will be produced within fourteen days of the date of the written complaint.
- 34.3 Where the College Officer is unable to resolve the complaint to the satisfaction of the complainant the latter must give notice within seven working days of his/her dissatisfaction and also give the reasons why the grievance remains unresolved.
- 34.4 The unresolved grievance will then be considered by the independent members of the appropriate College Committee or body as follows:
 - 34.4.1 For academic, financial, decanal and domestic matters the General Purposes Committee.
 - 34.4.2 for complaints against a College Officer the Governing Body.
- 34.5 The procedure to be adopted in such circumstances will be as follows:
 - 34.5.1 the complainant will be invited to present their case to the appropriate committee.
 - 34.5.2 the complainant may be accompanied as set out in 2.1 above.
 - 34.5.3 the relevant College Officer will present his/her case.
 - 34.5.4 both parties will withdraw whilst the relevant Committee or body considers the representations from both sides.
 - 34.5.5 the relevant Committee (except in the case specified in 3.4.5 above) will make a recommendation to the Governing Body.
 - 34.5.6 the Governing Body will make its decision and communicate it in writing to both parties.
 - 34.5.7 the Governing Body's decision will be final.

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Monitoring Arrangements

The relevant College Officer will keep a register of the number of complaints made using the formal procedure in an academic year, and a summary of numbers and outcomes will be collected by the Academic Registrar and submitted to the Governing Body. The register will indicate how many formal complaints have been registered, and what stage they reached (resolved by the Officer, resolved by Committee recommendation to GB in favour of the complainant, not resolved in favour of the complainant).

Last amended 15.12.14

Appendix II: St Hilda's College Policies and Codes of Practice

II.1 Tariff of College Fines

Domestic

Loss of room key, any other key, key ring or key tag	£15
Adhesive materials on walls (plus costs where appropriate)	£10
Failure to follow the College electrical regulations	£50

Library

Overdue books

- 20p per volume per week overdue, up to a maximum of £15 in any one term
- Fines are payable to the library staff in cash or online at www.st-hildas.ox.ac.uk/payment
- There is an additional administration charge of £5 per transaction on any fines for which an invoice needs to be raised

Recalled books

Books recalled for another reader are fined at the rate of £1.00 per day for every day they are retained beyond the permitted grace period of 48 hours.

Damaged and lost books

Fine is replacement cost, plus administration cost

Books removed illegally from the library

Fine is replacement cost, plus administration cost

Loss of library key

Fine is £10

Improper use of library key

Penalty will be removal of this privilege, plus additional fine at the discretion of the Dean. (N.B. Keys are issued on the strict understanding that they are for the exclusive use of the borrower, and may not be used to allow any other person access to the library. Library keys should be returned to the library.)

Improper use of mobile phones

£10 fine.

Infringement of other library rules

£10 fine.

IT

Offences and punishments include, but are not limited to, the following:

Eating or drinking in any of the college IT rooms	£10
Allowing someone else to use one's account	£25
Participating in a file-sharing or P2P network	£50
Misuse of email	£50
Running an unauthorised server	£50
Cease and desist violation £50 + IT services charge £50	£100

Offences may also result in a period of disconnection from the network.

All University IT rules apply to all students and any breach of those rules may also result in disciplinary action.

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Battels

Late payment charges:

Failure to pay by fourteen days from date of invoice	£25
Failure to pay by twenty one days from date of invoice	£50

Disciplinary

Excessive noise/disturbance	£30-£75 depending on severity
Failure to follow the college regulations for overnight visitors	£50
Damage to College rooms, premises, grounds, property	£50 and upwards depending on severity, plus costs
Failure to clean up after party/meeting	Cost plus fine of £30-£100
Unreasonable mess	Cost plus fine of £30-£100
Unacceptable behaviour in College	£50 and up depending on the gravity of the offence
Vandalism in another college	£75 and up depending on the gravity of the offence

The above list of fines should be regarded as illustrative only, not definitive. The amounts may also be varied depending on aggravating or mitigating circumstances.

The Dean has discretion to exact other penalties in addition to or instead of fines.

Smoking in a College room or interference with smoke detectors or any other fire prevention or detection equipment is likely to lead to the student being permanently excluded from occupying College accommodation.

In serious cases, the Dean will refer the case to the Disciplinary Committee if s/he considers that a penalty in excess of £250 is likely to be called for.

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II.2 The JCR and MCR Code of Practice

1. The JCR (Junior Common Room) is an association open to all undergraduate members of the College. The MCR (Middle Common Room) is a similar association open to all graduate students. Their main objects are to promote the interests and welfare of and social activities among their members and to represent the interests of students to the Governing Body of the College.
2. The JCR and MCR have written constitutions, elect officers and hold regular meetings. Membership of the JCR and MCR is automatically granted to all students who qualify for membership. Anyone who does not wish to take up membership should notify the Secretary of the JCR or MCR (as the case may be) not later than the end of the Third Week of Michaelmas Term.
3. Membership as such is free of charge but JCR Members are invited to pay moderate subscriptions for particular purposes.
4. Withdrawal from membership will disqualify students from standing for office, voting at or attending meetings of the JCR or MCR.
5. The written constitutions of the JCR and MCR contain detailed arrangements for the conduct of elections, the conduct of officers, financial management and reporting, the funding of groups and club affiliation to external organisations including OUSU (the Oxford University Student Union), and the handling of complaints. The implementation of these arrangements is supervised on behalf of the Governing Body by the Dean and the Tutor for Graduates. Undergraduate members must obtain the permission of the Senior Tutor and the Dean before standing for JCR office.
6. The College provides certain social, recreational and welfare facilities for all its junior members, including the use of common rooms and the JCR bar. It allows the JCR and MCR as associations to participate in the management and provision of these services and from time to time provides the JCR and MCR with funds to enable them to maintain these services on behalf of the College. The services provided by the College are available to all undergraduates or graduate students (as the case may be) on equal terms whether or not they are members of their respective association.
7. Complaints about the management of the JCR or MCR should in the first place be made to the President in question. If you are dissatisfied with the handling of any complaint it may be referred to the Dean or the Tutor for Graduates.
8. A copy of the constitutions of the JCR and MCR may be inspected in the JCR and MCR offices.

*Adopted by the Governing Body, 8 March 1995
Updated by the Senior Tutor, August 2018*

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II.3 College Statement Of Good Practice On Undergraduate Academic Matters

1. Undergraduates are obliged to comply with the Proctors' Memorandum, the University Harassment Code, and all College regulations concerning academic matters and the conduct of tutorials.
2. All students should:
 - (a) *have a suitable structure in which to pursue their academic studies and have this structure made clear to them:*
 - i. An individual College tutor should be assigned responsibility for overseeing the academic progress of each undergraduate to ensure that individuals, particularly those in joint schools, are not overlooked. This does not preclude the involvement of other tutors in ensuring continuity in supervision of undergraduate progress.
 - ii. The number of tutorials, or form and amount of teaching, expected for each subject/paper to be studied is to be specified at the start of the teaching. It is to be changed only by agreement between tutor and undergraduate.
 - iii. Unless a prior agreement is made between tutor and undergraduate, at least three days should be given to complete any work set.
 - iv. The relevant lecture timetables are to be made available by the College to undergraduates as soon as they are provided by the University. Tutors are to indicate which lectures undergraduates should attend.
 - v. Undergraduates are to be informed at the end of every term in what topics Collections are to be set at the beginning of the following term. Collections set are to be marked, graded, and returned at the latest by the middle of the term in which they are taken.
 - (b) *receive feedback from their tutors as to their academic progress:*
 - i. Undergraduates are to receive appraisal for all pieces of tutorial work, provided that it has been submitted in good time. This need not include a specific grade (some tutors prefer not to grade the written work of undergraduates in their first terms when they are accustomed themselves to new kinds of work), but is to include comments on possible areas for improvement, and on the general standard of the work.
 - ii. Except in her/his final term, a meeting is to be scheduled at the end of each term for each undergraduate with at least one of her/his College tutors, to discuss a written report and general progress. Undergraduates will not be given copies of the written reports in advance of the meeting (they are often the property of outside tutors), but it will be made clear during the course of the term if the reports are likely to be seriously critical. Undergraduates are to be given the opportunity to give feedback on the teaching they have received. In 9th week of each term, these reports are normally released for students to view on the OxCORT system (Oxford Colleges Online Reports for Tutorials) at www.oxcort.ox.ac.uk.
 - (c) *receive teaching conducive to their academic progress:*
 - i. The tutor is to give her/his complete attention for the designated length of the tutorial without long breaks. If, in exceptional circumstances, there are such breaks, an opportunity to reschedule the tutorial is to be given.
 - ii. Tutorials are to be conducted in accordance with the University Harassment Code and tutors and undergraduates should be aware that they can leave the tutorial if its conduct becomes inappropriate. Social meetings between undergraduates and tutors are entirely voluntary on each side.

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- iii. If a student finds it necessary to ask for a change of tutor, s/he should discuss the matter either with the subject tutor or the Senior Tutor. If s/he wishes to change her/his tutorial partner, s/he should discuss this with her/his tutor. In either case s/he should give reasons for the request. Where tutors are aware that a tutorial pair is not working well, they should be encouraged to take the lead in suggesting such a change.
- (d) *be made aware of disciplinary action which may be taken against them:*
- i. Specified code of academic disciplinary practice is to be distributed to every undergraduate at the beginning of each academic year in the *Official Student Handbook*.
 - ii. An undergraduate may be put on probation by their Tutor if her/his work gives cause for concern (for example, if her/his tutorial work or attendance is unsatisfactory for a period of weeks, or if her/his performance in collections or in the First Public Examination is unsatisfactory). S/he will then normally be required to provide satisfactory tutorial work, to attend all tutorials punctually, and to obtain a specified minimum mark (normally II.i or above) in the College Collections that follow the vacation after s/he has been put on probation. If s/he fails to meet any of these requirements, s/he will then normally be required to sit at least one Penal Collection which will be marked by a tutor outside College, and to obtain a minimum specified mark (normally II.i or above). If the mark is not obtained, the undergraduate will be referred to the Academic Disciplinary Committee who can recommend that the undergraduate will be sent down permanently.
- (e) *be made aware that they are able to make comments about the teaching they receive:*
- Undergraduates are to be made aware that they may take a concern on academic matters to their Personal Tutor, to another tutor in the subject, to the Senior Tutor, or to the Principal.

II.4 Code of Practice on Attendance at Tutorials and Classes

Most undergraduates take their work seriously and organize their time responsibly. A few do not. This causes considerable inconvenience to both internal and external tutors, and can cost the College in various ways. It is therefore unfortunately necessary to draw up the following code of practice.

1. Undergraduates must attend all tutorials and classes, arriving punctually, and submitting the required written work by the date agreed with the tutor. Tutorials and classes should be missed only for very good reason, such as illness, or bereavement. Social activities do not constitute a good reason. Tutors must be notified in advance if a tutorial is to be missed; this should always be done in writing when an external tutor is concerned.
2. Failure to produce an essay, except in the circumstances outlined above, may mean that the essay will not be assessed. The decision is at the discretion of the tutor.
3. External tutors are entitled to payment from the College for the tutorials and classes they give to our undergraduates. They still have to be paid even if the undergraduates do not turn up. If this happens without good reason, and/or without notice, the undergraduate may be held liable for a fine.
4. Tutorials with internal tutors will not be re-arranged unless they are missed for a good reason (as specified above), and notice of absence is given in advance.

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II.5 St Hilda's College Drugs Code

Code originally adopted by the Governing Body, MCR and JCR in Hilary Term, 1988; re-endorsed by Governing Body, MCR and JCR in Hilary Term 1989. Under the law it is amongst other things a criminal offence to take, possess, manufacture, pass to others or sell drugs, or to be knowingly concerned in the management of premises where any of these things is done.

The Governing Body wishes its policy with regard to involvement with drugs to be clearly known by and understood by junior members.

1. A Junior Member who becomes involved in taking, manufacturing, passing to others, or selling hard drugs (e.g. heroin, amphetamines, LSD, cocaine, 'crack', 'ecstasy', etc.) must expect to be expelled from the College. The reasons for this strict disciplinary line are:
 - (a) the taking of such drugs has a rapid and very serious effect upon academic study;
 - (b) because of the very high cost of hard drugs, taking them almost inevitably leads to selling them;
 - (c) the publicity to which drugs cases inevitably lead is harmful to a College corporately, and may reflect indirectly upon its individual members.
2. The Governing Body also takes a very serious view of involvement with so-called 'soft' drugs such as cannabis which, despite beliefs to the contrary, can have permanently deleterious effects on mental functions. The College also prohibits the use and/or distribution of legal intoxicants ('legal highs'). This includes but is not restricted to mephedrone, salvinorin A. Consumption and/or distribution of any compounds which might be deemed to have a deleterious effect on a student's academic life or well-being are strictly prohibited by the College. According to the circumstances of individual cases, the Governing Body would take firm disciplinary action up to and including expulsion.
3. The Governing Body wishes to stress the health risks of the abuse of drugs:
 - (a) although addiction to drugs is sometimes curable, it is commonly not; therapy is usually a prolonged and specialised matter;
 - (b) drug-taking may involve further health risks, e.g. exposure to infection with hepatitis and Aids and other diseases.
4. While the Governing Body believes that, in the interest of the College as a whole and of all its members, strict disciplinary actions are called for, it also recognises a pastoral duty towards individuals who might become involved with drugs. In pursuance of this pastoral duty, it would recommend one or other of the following courses of action to anyone with a drugs problem:
 - (a) they might seek medical help, either from the College doctor or another general practitioner or by direct self-referral to the Drugs Clinic at the Ley Community T. 01865 373108, www.leycommunity.co.uk. The College doctor is, like other doctors, bound by the rules of medical confidentiality and will not inform the College authorities.
 - (b) they may seek help from the Counselling Services:

Appointments with the Counsellor may be made by telephone or email at 3 Worcester Street, Oxford OX1 2BX. T. (2)70300. Email: counselling@admin.ox.ac.uk

Nightline is a listening service run by students for students. The Nightline Centre is at 16 Wellington Square T. (2)70270, and is open from 8 pm until 8 am every night during term and during the week immediately before and after each term.

Samaritans are a group of volunteers who offer a 24 hours confidential listening service especially for those who are despairing or suicidal. Ring Oxford 722122 any time or call at 60 Magdalen Road, Oxford OX4 1RB, 8 am to 10 pm.

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- (c) It is open to them to approach Thames Valley Police Tel: 101. This course of action might be appropriate for a person wishing, in the public interest, to assist with the conviction of drugs pushers; in such circumstances, the Police may be expected to maintain confidentiality.
 - (d) they may approach the Principal, or a tutor or officer of the College in confidence, bearing in mind that officer's responsibility to other members of the College which might impose some limit on the degree of confidentiality to be maintained.
5. Above all, the Governing Body advises all junior members, in their own and in the general interest, to keep clear of involvement with drugs in any shape or form.

II.6 Equal Opportunities Statement: Students

The University of Oxford and its Colleges aim to provide education of excellent quality at undergraduate and postgraduate level for able students, whatever their background. In pursuit of this aim, the University is committed to using its best endeavours to ensure that all of its activities are governed by principles of equality of opportunity, and that all students are helped to achieve their full academic potential. This statement applies to recruitment and admissions, to the curriculum, teaching and assessment, to welfare and support services, and to staff development and training.

Recruitment and Admissions

Decisions on admissions are based solely on the individual merits of each candidate, their suitability for the course they have applied to study (bearing in mind any requirements laid down by any professional body), assessed by the application of selection criteria appropriate to the course of study. Admissions procedures are kept under regular review to ensure compliance with this policy.

We seek to admit students of the highest academic potential. All Colleges select students for admission without regard to sex, marital status, race, ethnic origin, colour, religion, sexual orientation, social background or other irrelevant distinction.

Applications from students with disabilities are considered on exactly the same academic grounds as those from other candidates. We are committed to making arrangements whenever practicable to enable such students to participate as fully as possible in student life. Details of these arrangements can be found in the University's Disability Statement, and information will be provided on request by Colleges or by the University Disability Co-ordinator.

In order to widen access to Oxford, the University and Colleges support schemes which work to encourage applicants from groups that are currently under-represented. The Undergraduate Admissions Office can provide details of current schemes. Information about St Hilda's College outreach activities may be found on the College website.

None of the above shall be taken to invalidate the need for financial guarantees where appropriate.

The Curriculum, Teaching and Assessment

Unfair discrimination based on individual characteristics (listed in the statement on recruitment and admissions above) will not be tolerated. University departments, faculties, Colleges and the central quality assurance bodies monitor the curriculum, teaching practice and assessment methods. Teaching and support staff have regard to the diverse needs, interests and backgrounds of their students in all their dealings with them.

Welfare and Support Services

Colleges have the lead responsibility for student welfare and can provide details of arrangements made to support their students. The University, in addition, provides for all students who require such support:

- a counselling service,
- childcare advice,
- disability assessment and advice, and
- a harassment advisory service

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Further details of these services are included in the Proctors' and Assessor's handbook 'Essential information for students', which is updated annually. <http://www.admin.ox.ac.uk/proctors/info/pam>

Staff Development and Training

The University, through its Oxford Learning Institute, will provide appropriate training programmes to support this statement.

Complaints

A candidate for admission who considers that s/he has not been treated in accordance with this policy, should raise this with the College concerned (or department in the case of graduate admission). Students in the course of their studies may use the student complaints procedure (see By-law XX.32) and should, in the first instance, lodge their complaint with the Proctors, who will advise on the procedure to be followed thereafter.

II.7 Code of Practice on Freedom of Speech

Issued by the Governing Body of St. Hilda's College on June 26th 1987, pursuant to its statutory duty under Section 43(3) of the Education (No.2) Act 1986.

St Hilda's College acknowledges that under the Counter-Terrorism and Security Act (2015) it has a duty, when exercising its functions, to have due regard to the need to prevent people from being drawn into terrorism.

A. INTRODUCTION

Statutory Obligations

1. The Education (No.2) Act 1986, Section 43, imposes on the authorities of universities and their constituent Colleges obligations to safeguard the lawful exercise of freedom of speech and requires each of them to issue a code of practice to facilitate the discharge of its duties under the Act. The authorities are further required to take such steps as are reasonably practicable (including where appropriate the initiation of disciplinary measures) to ensure compliance with the code of practice. The duties imposed by Parliament and the interpretation provisions, are as follows:

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- (1) Every individual and body of persons concerned in the government of any establishment to which this section applies shall take such steps as are reasonably practicable to ensure that freedom of speech within the law is secured for members, students and employees of the establishment and for visiting speakers.
- (2) The duty imposed by sub-section (1) above includes (in particular) the duty to ensure, so far as is reasonably practicable, that the use of any premises of the establishment is not denied to any individual or body of persons on any ground connected with:
 - (a) the beliefs or views of that individual or any member of that body; or
 - (b) the policy or objectives of that body.
- (3) The governing body of every such establishment shall, with a view to facilitating the discharge of the duty imposed by subsection (1) above in relation to that establishment, issue and keep up to date a code of practice setting out:
 - (a) the procedures to be followed by members, students and employees of the establishment in connection with the organisation -
 - (i) of meetings which are to be held on premises of the establishment and which fall within any class of meeting specified in the code; and
 - (ii) of other activities which are to take place on those premises and which fall within any class of activity so specified; and
 - (b) the conduct required of such persons in connection with any such meeting or activity; and dealing with such other matters as the governing body consider appropriate.

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- (4) Every individual and body of persons concerned in the government of any such establishments shall take such steps as are reasonably practicable (including where appropriate the initiation of disciplinary measures) to secure that the requirements of the code of practice for that establishment, issued under sub-section (3) above, are complied with.
 - (5) The establishments to which this section applies are:
 - (a) any university;
 - (b) any establishment which is maintained by a local education authority and for which section 1 of the 1968 (No.2) Act (government and conduct of Colleges of education and other institutions providing further education) requires there to be an instrument of government; and
 - (c) any establishment of further education designated by or under regulations made under section 27 of the 1980 Act as an establishment substantially dependent for its maintenance on assistance from local education authorities or on grants under section 100(1)(b) of the 1944 Act.
 - (6) In this section -"governing body", in relation to any university, means the executive governing body which has responsibility for the management and administration of its revenue and property and the conduct of its affairs (that is to say the body commonly called the council of the university); "university" includes a university college and any college, or institution in the nature of a college, in a university.
 - (7) Where any establishment:
 - (a) falls within subsection (5)(b) above; or
 - (b) falls within subsection (5)(c) above by virtue of being substantially dependent for its maintenance on assistance from local education authorities; the local education authority or authorities maintaining or (as the case may be) assisting the establishment shall, for the purposes of this section, be taken to be concerned in its government.
 - (8) Where a students' union occupies premises which are not premises of the establishment in connection with which the union is constituted, any reference in this section to the premises of the establishment shall be taken to include a reference to the premises occupied by the students' union.
2. The University's own statutes include under Tit. XIII (of University Discipline) the following provision:
- (1) No member of the University shall intentionally:
 - (a) disrupt or attempt to disrupt teaching or study or research or the administration of the University, or disrupt or attempt to disrupt the lawful exercise of freedom of speech by members, students, and employees of the University and by visiting speakers, or to obstruct or attempt to obstruct any officer or servant of the University in the performance of his duties;
 - (b) damage or deface any property of the University or of any college;
 - (c) occupy or use or attempt to occupy or use any property of the University or of any college except as may be expressly or impliedly authorised by the university or college authorities concerned;
 - (d) forge or falsify any university certificate or similar document or knowingly make false statements concerning standing or results obtained in examinations.
 - (2) Every member of the University shall, to the extent that such provisions may be applicable to that member, comply with the provisions of the Code of Practice on Freedom of Speech issued from time to time by Council pursuant to the duty imposed by Section 43 of the Education (No.2) Act 1986 and duly published in the University Gazette.

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B. CODE OF PRACTICE

The following provisions constitute the Code of Practice adopted by St. Hilda's College to operate with effect from 1 September 1987 to facilitate the discharge of the duty imposed by Section 43 (1) of the Education (No 2) Act 1986, in relation to the College.

PART I - General Duties

1. General duty to uphold freedom of speech
Members, students, and employees of the College are bound at all times so to conduct themselves as to ensure that freedom of speech within the law is secured for members, students, and employees of the College and for visiting speakers.
2. The freedom protected by para.1 of this Code of Practice is confined to the exercise of freedom of speech within the law. Examples of statements which involve a breach of the criminal law are incitement to commit a crime, sedition, and stirring up racial hatred in contravention of statute. Statements may also be unlawful if they are defamatory or constitute a contempt of court.
3. General duty not to impede access to, or egress from, places at which the right of freedom of speech is exercised on premises of the College.
Subject to such limitations on access as may lawfully be imposed by the competent College authorities, it shall be the duty of every member, student, and employee of the College not to impede any person entitled to be present from entering or leaving a place where the right of freedom of speech is being or is to be exercised on premises of the College.
The College also has a statutory duty to prevent people from being drawn into terrorism (The 'Prevent' duty under the Counter-Terrorism and Security Act 2015).
4. Right of peaceful protest
Nothing in this Code of Practice shall be taken to prohibit the legitimate exercise of the right to protest by peaceful means; provided always that nothing is done which contravenes the foregoing general principles or the other requirements of this Code.

PART 2 - Academic Activities

5. All persons concerned with the organisation or conduct of an activity which forms part of the College's teaching, study, or research (such as a tutorial, lecture, seminar, class, conference, research work, or examination) shall immediately give notice to the Dean of any facts coming to their notice which indicate that such activity is likely to be delayed or disrupted by improper means.
6. The Dean shall be empowered to give such directions and to adopt such measures as seem appropriate to the Dean to prevent or minimise the delay or disruption of an academic activity, and all persons concerned with the organisation or conduct of the academic activity under threat shall co-operate in carrying out the Dean's directions and in facilitating the measures adopted.
7. In the event that any academic activity is delayed or disrupted by improper means a report shall forthwith be made to the Dean by the person or persons responsible for the conduct of such activity.

PART 3 - Meetings and assemblies on premises of the College of clubs, societies, and other organisations

8. Any member, student or employee of the College wishing to book a College room for a meeting which will involve an outside speaker must ask the permission of the Dean and obtain the approval of the Domestic Bursar. S/he must give at least two weeks' notice of the meeting. It is the responsibility of the organiser of the meeting to provide the Dean with full details of the purpose of the meeting, the name of the group or society, and the names of all outside speakers invited to the meeting.

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9. Any member, student, or employee of the College who, whether alone or in collaboration with other persons, makes arrangements for the holding on premises of the College of any meeting or assembly of persons (including any meeting of any club, society or other organisation and whether with or without a restriction to College membership), and who becomes aware of facts indicating that such meeting or assembly is likely to be delayed or disrupted by improper means, shall immediately report such facts to the Dean.
10. In relation to any such meeting or assembly which s/he believes to be threatened, the Dean shall be empowered to give such directions and to require the adoption of such measures as seem appropriate to the Dean to prevent or minimise the improper delay or disruption, and all persons concerned shall be bound to co-operate in carrying out the Dean's directions and in facilitating the measures required to be adopted.

PART 4 - Powers of the Dean in relation to threatened meetings

11. (1) Directions and measures to be adopted
In relation to any academic activity or any meeting or assembly of persons which the Dean believes to be threatened by disruption, the Dean may give directions and require measures to be adopted pursuant to paras. 6 and 10 of this Code on the following (amongst others) matters:
 - (a) the number of persons to be admitted to the premises where the meeting is to be held;
 - (b) the issue of tickets of admission;
 - (c) the designation of one or more persons as the official organisers of the meeting with direct responsibility to the Dean for all the arrangements thereof;
 - (d) the designation of a person as the chairman of the meeting with responsibility for the proper conduct of such meeting;
 - (e) the admission (or non-admission, as the case may be) of members of the University who are not members of the College, or members of the public generally;
 - (f) the appointment of stewards to assist with the control of the meeting;
 - (g) the employment of security staff to ensure the orderly conduct of the meeting and safe access to and egress from the meeting;
 - (h) the carrying of banners, placards and similar objects into the meeting;
 - (i) the place where the meeting is to be held.
- (2) Meetings where serious disruption is anticipated
The Dean may as necessary consult with the Proctors and the local police about forthcoming meetings and activities covered by this Code of Practice. In any case where serious disruption may be anticipated the Dean shall have power, having taken into consideration such advice from the police as may be available, to order the cancellation, postponement, or relocation of the meeting.
- (3) Expenses incurred in safeguarding academic activities and other meetings
Where expenses are incurred (e.g. in the engagement of stewards or the employment of security staff) to safeguard an academic activity under Part 2 of this Code of Practice the cost thereof shall be borne by the College. In all other cases the cost shall be borne by the persons or persons organising the meeting, save that the Dean may (if so advised) make representations to the Governing Body of the College suggesting that the cost shall be borne in whole or in part by the College and the Governing Body may decide the matter.

PART 5 - College premises made available for use by outside organisations

12. In any case where the College is proposing to grant permission to an outside organisation or group to hold meetings on its premises, the attention of such outside organisation or group will be drawn to the contents of this Code of Practice and permission to use the premises may be refused unless the outside organisation or group both undertakes to secure that the principles embodied in this Code will be upheld and satisfies the College authorities of its ability to discharge its obligations in regard to upholding freedom of speech.

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PART 6 - Miscellaneous

13. The Governing Body of the College is under a duty pursuant to Section 43(3) of the Education (No 2) Act 1986 to keep this Code of Practice up to date. No revision of the Code will, however, take effect until after due notice has been given.
14. Failure to comply with the provisions of this Code of Practice may render the offender liable to disciplinary proceedings. Nothing in this Code of Practice affects the normal operation of the criminal law.

II.8 Code of Practice Relating to Harassment

PRINCIPLES AND DEFINITION

1. Harassment is an unacceptable form of behaviour. The College is committed to protecting members, staff and any other person for whom the College has a special responsibility from any form of harassment, which might inhibit them from pursuing their work or studies, or from making proper use of university facilities. Complaints of harassment will be taken seriously and may lead to disciplinary proceedings. The College's harassment policy is based on the University policy on harassment which can be found at: <http://www.admin.ox.ac.uk/eop/harassmentadvice/policyandprocedure/>
2. For the purposes of this code, harassment may be broadly understood to consist of unwarranted and deliberate behaviour towards another person, so as to disrupt the work or reduce the quality of life of that person, by such means as single or successive acts of bullying, verbally or physically abusing, or ill-treating her or him, or otherwise creating or maintaining a hostile or offensive studying, working, or social environment for her or him. Harassment relating to another's sex, sexual orientation, religion or race are among the forms of harassment covered by this code. Unacceptable forms of behaviour may include unwelcome sexual advances, unwelcome requests for sexual favours, offensive physical contact or verbal behaviour of a sexual nature, or other hostile or offensive acts or expressions relating to people's sex, sexual orientation, religion, or race. The abuse of a position of authority, as for example that of a tutor or supervisor, is an aggravating feature of harassment. Those protected by this code may appropriately seek advice in relation to harassment even if the conduct in question is not sufficiently serious to warrant the institution of disciplinary proceedings.
3. Being under the influence of alcohol or otherwise intoxicated will not be admitted as an excuse for harassment, and may be regarded as an aggravating feature.

Note on Confidentiality

It is essential that all those involved in a complaints procedure (including complainants) observe the strictest confidentiality consistent with operating that procedure; an accusation of harassment is potentially defamatory.

ADVICE

4. Advice may be sought or complaints pursued through any appropriate channel. In addition to other officers, the following people have been specially appointed to give advice in this connection and to answer questions (whether or not amounting to a complaint):
 - (a) St Hilda's College Harassment Advisers (see below);
 - (b) University Harassment Advisers. There are approximately 370 Harassment Advisers within the University, with two (one male and one female) appointed within each department or faculty. Details of the Harassment Advisers are posted on departmental and faculty office notice boards. If

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a student would prefer to speak with an adviser entirely unconnected with their department, faculty, or college; the Harassment Line can find an alternative adviser for them. Telephone: 01865 270760. Email: harassment.line@admin.ox.ac.uk.

A Harassment Adviser will deal with all cases with the utmost confidentiality (except when there is an unacceptable risk to an individual). They will listen without judgement and clarify options. For more information on the Harassment Advisers, in particular advisers with specialist training in relationship abuse, sexual violence or advisers who are LGB or BME please visit: www.admin.ox.ac.uk/eop/harassmentadvice/advisornetwork.

Any of these may be approached in the first instance, those approached will direct inquirers elsewhere, if that seems most likely to meet the inquirer's needs.

5. It is emphasised that the role of advisers is advisory and not disciplinary. All disciplinary matters lie in the hands of the relevant disciplinary bodies.

College Advisers on Harassment

St Hilda's advisers include the Principal, Vice-Principal, Senior Tutor, Tutor for Graduates, the Dean, Personal Tutors, graduate College Advisers, the Chaplain and Junior Deans, or Domestic Bursar.

II.9 Guidelines on Harassment for Members of the JCR and MCR

1. College Advisers

A College Harassment Advisory Panel is appointed annually. It comprises the Vice-Principal, the Dean, the Tutor for Graduates and two named Fellows/Tutors. For details and a list of names see <http://www.sthildas.ox.ac.uk/content/personal-support-and-welfare/>

The JCR/MCR Welfare Officer will also be able to provide you with a list of the names of current members of the Advisory Panel. The role of the adviser is strictly a counselling and advisory one; they have no disciplinary function.

2. Informal Resolution

After consulting an adviser, you may decide to attempt to resolve the problem informally. Depending on the circumstances of the case, this may involve your taking steps to reject the unwelcome and harassing behaviour. Alternatively, the adviser might intervene directly to negotiate an acceptable solution with the parties concerned.

It may be necessary for your adviser to consult another adviser, the person against whom the complaint has been made, or some other relevant party in order to resolve the problem. *These people will not be approached without your consent.* If an adviser thinks it important that other authorities should be informed, s/he will put the case to you for doing that, and will discuss ways in which your interests may be safeguarded.

3. Bringing a Formal Complaint

Wherever appropriate, after an attempt to resolve a problem informally has failed, and sometimes in the first instance, a complaint may be referred for formal consideration to the relevant disciplinary body within the College or University. You may bring a complaint on your own initiative without first consulting an adviser, but if you do ask for help or advice, your adviser will explain the procedures and discuss with you the pros and cons of making a formal complaint.

4. Disciplinary Procedures

In all cases you will be expected to give a statement of the nature of the complaint (normally in person, but possibly in writing) to the disciplinary body concerned. At a disciplinary hearing you will be able to choose to be accompanied by a friend from within the University. The person against whom the complaint has been made will also be invited to give an account of the incident(s) in question. She or he will also have the right to be accompanied at the hearing and there will be an opportunity for the disciplinary body to cross-question both parties to establish the facts. It is recognised that harassment is frequently a particularly sensitive and distressing experience for victims. Strict confidentiality will be observed and all reasonable steps will be taken to minimize the distress of those who have suffered harassment (although, in very serious cases, some adversarial questioning may be unavoidable).

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5. Complaints against Members of the JCR/MCR

You will have to choose whether you wish your complaint to be considered under College or university procedures. College harassment advisers will be able to help you consider the pros and cons of the disciplinary routes.

a) University Procedures

If you wish your complaint to be heard by the Proctors, contact casework@proctors.ox.ac.uk or telephone 01865 (2) 80185.

b) College Procedures

If the complaint is to be considered by the College, the Principal will appoint a Committee of 6 members including representation from the JCR /MCR and Fellows. No Fellow who has acted as an adviser to you will sit on the Committee, although they may be invited to give evidence. The Committee will be chaired by the Principal.

If the Committee decides that there is a *prima facie* case, it will proceed as outlined above under point 4, Disciplinary Procedures. If the complaint is upheld, the Committee will make a recommendation to Governing Body that disciplinary action be taken, ranging from a warning to expulsion. The student(s) complained against will have the same right of appeal as exists under the College's normal disciplinary procedures.

Last amended 21 July 2016

6. Complaints against Fellows, tutors or other academic employees of the College

In the event of a complaint of harassment by a Fellow, tutor or other academic employee of the College, the Principal will appoint a Committee of 6 members with representation from the constituencies involved. The Committee will be chaired by the Principal. If the complaint is upheld, the Committee will make a recommendation to Governing Body to take whatever action it considers appropriate, in accordance with the statutes, and/or employment law. If the complaint is against someone who is a member or employee of the University, the Committee may decide at any point in the proceedings that the case should be referred to the Proctors and subject to university disciplinary procedures. This will not be done without prior consultation with the complainant.

7. Complaints against non-academic employees of the College

In the event of a complaint of harassment by a non-academic employee of the College, the procedure set out above in point 6 will be followed. If the complaint is upheld, the Committee will make a recommendation to Governing Body to take whatever action it considers appropriate, in accordance with employment law.

8. Complaints against employees of the University who are not employees of the College

Formal complaints against members of the University who are not members of the College should be made under the University Disciplinary procedures.

9. Complaints against persons who are not members or employees of the University

Persons who are not members or employees of the University or the College are not subject to College or University disciplinary jurisdiction. If in the context of the University, you are harassed by such a person you may nevertheless consult a College adviser, who may be able to suggest possible courses of action.

II.10 St Hilda's College Statement on Privacy and Confidentiality

General Principles

The College upholds general respect for privacy and understands this to imply a concern for confidentiality in matters relating to health and welfare.

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These guidelines pertain to all members of the College and those who work within the College, with the exception of the College Doctors, the College Nurse and University Counsellors, who are in their professional capacity, legally bound to confidentiality. The special considerations that apply to medical confidentiality are set out in more detail below.

Whom to Inform

There are a number of Senior Members in the College from whom Junior Members may wish to seek advice or whom they may wish to consult about their problems. In addition to the Doctors, the Nurse and the Chaplain, students may consult their personal tutor, the Junior Dean, the Dean or, in the case of specific financial problems, the Bursar. There are also a number of Junior Members available for advice, such as Peer Supporters, the Welfare Officer and the JCR President.

Welfare and Academic work

The College believes that a) discussion of Junior Members' distress or personal problems should not in general be seen as resulting in adverse academic, employment or other consequences and b) discussion of Junior Members' academic progress should generally be confined to exchange of information on issues relating to educational performance and discipline.

Personal data held by the College

Under the Data Protection Act of 1998 and the General Data Protection Regulation (GDPR) of May 2018 the College has obligations as to the purposes for which data may be held and to the persons to whom it may be disclosed. In the case of sensitive personal data these obligations are particularly stringent. Further information is available on the University's website:

<http://www.admin.ox.ac.uk/councilsec/compliance/dataprotection/policy/>

Entitlement to Confidentiality

In the case of those aged under 18, there are limitations on the entitlement to confidentiality as between a child and her/his parents or guardians. In respect of those aged over 18, they are legally adult, the College therefore no longer has a role *in loco parentis* and will not *normally* contact families without consent.

Need-to-Know

Whilst assurances about absolute confidentiality cannot be given in respect to personal discussions between Junior and Senior Members, information will only be disclosed on a need-to-know basis. Where possible those advising students will seek the consent of the individual for the onward disclosure of relevant information to those with a clear need-to-know. Where such consent is not forthcoming, the person entrusted with the information should make it clear that in exceptional circumstances, it may be necessary to disclose the information to others, whilst also making it clear that such disclosure would be on a need-to-know basis only, preserving strict confidentiality in relation to any third party.

General Duty of Care

A general duty of care means that the College must consider the welfare of all members who may be affected by individual behaviour. Notwithstanding specific legislation and the expectation of an individual who provides information in confidence, in certain circumstances the College may owe a duty of care to individuals that cannot be discharged unless action is taken on information provided in confidence. It is not possible to provide an exact delineation of the extent of such a duty of care. However, where, for example, information concerns potential harm to an individual or to others, the College will weigh the duty of confidentiality against that potential harm. For example, if an individual provided information in confidence about a serious sexual assault, the College would be at fault if it failed to take steps to ensure that the alleged perpetrator was not a continuing risk to that or other individuals.

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Professional Guidelines:

a) The College Doctors and the Nurse

There are explicit and strict guidelines on medical confidentiality which are codified by the General Medical Council. Like all doctors, the College doctors have the discretion to share information with other members of the healthcare team, for example the College nurse and vice-versa. There are limited exceptions to confidentiality – *statutory* and in the *public interest*. The General Medical Council states:

‘Disclosures may be necessary in the public interest where a failure to disclose information may expose the patient, or others, to risk of death or serious harm. In such circumstances you should disclose information promptly to an appropriate person or authority’.

b) The University Counsellors

Although not located within the College, the University Counselling Service is an intrinsic part of the College welfare provision. The Service is an organizational member of the British Association for Counselling and Psychotherapy and thus agrees to abide by its Ethical Framework. Confidentiality remains with the staff of the Service and information will not normally be conveyed outside the Service without permission. If a student were considered to be a danger to her/himself or to others then the student’s consent would still be sought before information was conveyed to others. If this consent were not given then a counsellor would consult with a senior member of the team before a decision to break confidentiality was taken. This would have particular relevance if the student were considered to be no longer able to take responsibility for her/his actions. Any breaking of confidentiality would be minimized both by restricting the information conveyed to that which is pertinent to the immediate situation and to those persons who can provide help required by the student.

c) The Chaplain

Like all ministers of religion, the Chaplain operates with strict ethical codes as regards information disclosed to him in confidence, whether in formal situations or in less formal pastoral work. As with the counsellors and doctors, he may very occasionally be required to divulge information given in confidence if the person concerned is seen to be a danger to her/himself or to others.

d) The Bursar

Like all other members of staff, in giving advice and helping with financial hardship the Bursar recognises the principle of confidentiality. Where consultation with other Senior Members is absolutely necessary, this will be carried out with discretion.

Obligation of Junior Members

Junior Members have the same general obligation as other members of the College to respect the privacy of others in their everyday behaviour and also in what they say to the media, including student, local and national press. This obligation extends to the use of all forms of electronic communication.

II.11 Student Complaints Procedure (By Law XX, 32 ff)

1 Introduction:

- 1.1 This document lays out procedures for students who wish the College to consider and, if necessary, respond to serious dissatisfaction with their tuition, or other aspects of College life, in cases that do not involve harassment or appeals against the outcome of a disciplinary procedure (which have their own procedures also set out in this handbook).
- 1.2 The majority of cases will normally be settled by the complainant resolving their grievance directly with a tutor or College staff member or manager. Where this is not possible complainants can adopt an informal procedure but a formal procedure is also available where a complainant wishes to register a written grievance.
- 1.3 Anonymous complainants or complaints made on behalf of someone else will not be allowed.

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1.4 If a complaint remains unresolved after the College's internal procedures have been exhausted a student may ask for the complaint to be reviewed by the Office of the Independent Adjudicator for Higher Education (see www.oiahe.org.uk for further information). Application forms and guidance notes are available from the Academic Registrar. (Please note that complaints relating to academic discipline as set out in By-Law XX are also within the scope of the OIAHE.)

2 Informal Procedure:

2.1 Complaints may be discussed with any Fellow and the complainant can be accompanied at any stage by a friend or an adviser (e.g. an officer of the JCR or MCR). Fellows who are not themselves College Officers but who have been contacted by a complainant are encouraged to contact the relevant College Officer **as quickly as possible**.

2.2 The relevant College Officers are as follows:

2.2.1 for academic matters: the Senior Tutor

2.2.2 for issues involving Domestic College staff and services e.g. food and accommodation: the Domestic Bursar

2.2.3 for financial matters: the Bursar

2.2.4 other behavioural and disciplinary matters: the Dean

2.2.5 for complaints about a College Officer: the Principal

2.3 To resolve the complaint the relevant Officer will:

2.3.2 seek to offer sympathetic and confidential advice and/or

2.3.2 try to find a remedy, or a reconciliation (in cases where relations have broken down between individuals, and the complainant does not object to this course).

2.3.3 note the withdrawal of a complaint where the complainant decides to do so.

2.3.4 adopt the formal procedure in cases where the informal procedure has not resolved a complainant's grievance and the complainant wishes to take the matter further.

3 Formal Procedure:

It is not an *a priori* condition of using this procedure that an informal approach must be exhausted before a formal approach is adopted. All formal complaints must be made in writing to the relevant College Officer as set out in 2.2 above.

Stages in Formal Procedure:

3.1 A written complaint is submitted to the appropriate College Officer.

3.2 The relevant College Officer investigates the complaint and sets out in writing whether the complaint is upheld or not giving reasons for the outcome of the investigation. Wherever possible the written report will be produced within fourteen days of the date of the written complaint.

3.3 Where the College Officer is unable to resolve the complaint to the satisfaction of the complainant the latter must give notice within seven working days of his/her dissatisfaction and also give the reasons why the grievance remains unresolved.

3.4 The unresolved grievance will then be considered by the independent members of the appropriate College Committee or body as follows:

3.4.1 for academic, financial, decanal and domestic matters, the General Purposes Committee

3.4.2 for complaints against a College Officer, the Governing Body

3.5 The procedure to be adopted in such circumstances will be as follows:

3.5.1 the complainant will be invited to present her/his case to the appropriate committee

3.5.2 the complainant may be accompanied as set out in 2.1 above

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- 3.5.3 the relevant College Officer will present her/his case
- 3.5.4 both parties will withdraw whilst the relevant Committee or body considers the representations from both sides.
- 3.5.5 the relevant Committee (except in the case specified in 3.4.5 above) will make a recommendation to the Governing Body
- 3.5.6 the Governing Body will make its decision and communicate it in writing to both parties
- 3.5.7 the Governing Body's decision will be final

Monitoring Arrangements

The relevant College Officer will keep a register of the number of complaints made using the formal procedure in an academic year, and a summary of numbers and outcomes will be collected by the Academic Registrar and submitted to the Equality Committee and the Governing Body. The register will indicate how many formal complaints have been registered, and what stage they reached (resolved by the Officer, resolved by Committee recommendation to GB in favour of the complainant, not resolved in favour of the complainant).