Complaints and disciplinary procedure for reported student misconduct in the community

**Complaint received**
- Identify students and seriousness of the misconduct.
- If more serious move straight to level 2
- Party complaints are addressed at level 2

**Students contacted via email or visit.**
- Raise awareness of complaint and reminded of expectations of behaviour in the community, the disciplinary process and the consequences of further complaints.

**Further complaints**
- Students attend a meeting with Community Liaison Manager to discuss complaints and agree resulting actions and assurances to prevent reoccurrence of misconduct.
- Penalty of £100 per person will be imposed and/or attendance of ASB awareness session and/or written letter of apology required. Head of School notified.

**Further complaints**
- Students attend a meeting with Head of Student Residential Life.
- Penalty not exceeding £250 per person may be imposed and/or attendance of ASB awareness session and/or written letter of apology required. Head of School notified.

**Further complaints**
- Extreme cases referred to Pro Vice-Chancellor.
- Penalty not exceeding £800 per person and/or sanctions and/or requirements may be imposed. Head of School notified.

**Students have the right to appeal fines and penalties imposed**