



Rules and Regulations

For Students

2022-2023

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Rights and Responsibilities

1. Student Agreement

Definitions

We/Us/Our means the University of Bristol.

You/Your means a registered student of the University of Bristol or someone who has been formally offered a place at the University.

Introduction

This Agreement forms the basis of the relationship between you and the University from the time you accept an offer of a place for your programme. Through annual registration you will be subject to the terms of the Student Agreement in force for the academic year for which you are registering.

We have produced this Agreement in consultation with the University of Bristol Students' Union to enable both you and us to be clear about the relationship that exists between us once you accept our offer of a place at the University. This includes acceptance through UCAS (or another agency if applicable).¹

To keep this Agreement to a sensible length, we refer to other documents which also form part of it. In particular we refer you to:

- Rules and regulations for students which cover, among other matters: health, safety and welfare, student discipline, examination regulations, fees, fitness to practise, acceptable behaviour expected of you, academic integrity, research conduct and misconduct and the use of computer and library facilities
- Regulations and Code of Practice for Taught Programmes and Research Degree Programmes

If you have been offered University accommodation this is subject to separate agreements managed by our Accommodation Office, setting out terms and conditions, and payment arrangements. Your right to accommodation under any such agreements is dependent upon your remaining a registered student of the University.

¹ Your ability to take up your place may depend on meeting certain conditions. If you fail to meet the conditions of our offer or if you have not already registered at the time of termination, we shall be entitled to refuse to register you on your programme.

Terms of this Agreement

1. Studies and learning environment

Higher education is a two-way activity, requiring commitment on both sides. This section sets out what you can expect of us and what we expect of you in the key areas of teaching and learning.

1.1. You can expect us to:

- 1.1.1. provide you with tuition and learning support appropriate to your programme of study with reasonable care and skill
- 1.1.2. provide suitable teaching and learning spaces, library and ICT facilities and other appropriate resources to support your studies
- 1.1.3. provide clear information about your programme and units of study and give guidance on what is likely to be required to complete them successfully
- 1.1.4. encourage a professional and responsible learning environment and suitably support you academically
- 1.1.5. provide a range of pastoral support services which you can access to support you in your studies
- 1.1.6. return marked work in good time and according to the guidance set out in the taught and research codes of practice
- 1.1.7. make reasonable efforts to ensure your programme of study meets the relevant specification for the appropriate academic year, while also ensuring that it is informed by, and updated in line with, current research and developments in the relevant discipline
- 1.1.8. let you know as soon as possible if we need to alter anything to more effectively deliver your programme
- 1.1.9. communicate with you via your University email address or by post as appropriate

1.2. We expect you to:

- 1.2.1. take responsibility for your own learning and development, working in partnership with staff to become a self-reliant, independent learner
- 1.2.2. work hard and diligently, contributing effectively to your programme and respecting the needs of your fellow students
- 1.2.3. take an active interest in all aspects of your programme and ensure you are aware of updated information
- 1.2.4. attend educational activities (lectures, seminars, tutorials, laboratory classes and so on) as are defined in your programme, subject to absence for medical or other agreed reasons
- 1.2.5. make appropriate use of the resources available, including staff, library and ICT facilities, and the shared knowledge of the wider academic community
- 1.2.6. comply with all University regulations, including the Regulations for the Use of Library Services and Facilities, the Examination Regulations and the Acceptable Use Policy for Computing Facilities
- 1.2.7. act with academic integrity in all aspects of your studies, evidencing your

independent thought, presenting accurate data, complying with ethical obligations and clearly referencing other people's ideas

- 1.2.8. be aware of the information provided about the University and your programme, and of where to find more detailed information and guidance, whether electronic or on paper
- 1.2.9. complete and submit by the required deadlines any work to be assessed as part of your programme
- 1.2.10. participate in the academic community, cooperating with fellow students to support each other's learning, and responding to requests to give your opinion about your learning and other experiences at the University
- 1.2.11. check your University email account regularly and frequently both during and outside term time so that you are aware of relevant information in good time
- 1.2.12. have met the entry requirements for the programme for which you are registered and to be able to evidence these qualifications at any time during your period of registration as required by the undergraduate and postgraduate admissions policies

2. Quality and representation

We aim to provide you with the highest possible quality of education. To do this we have a number of relevant policies in place. We also actively encourage you to get involved and tell us your views.

2.1. You can expect us to:

- 2.1.1. maintain formal University policies, including regulations, codes of practice and guidelines, setting out how we manage and support your programme of study
- 2.1.2. consult your representatives (Students' Union officers and course representatives) on any proposed significant changes to the regulations and policies that govern your programme, to make improvements that will benefit you and other students
- 2.1.3. give you the right to be represented in University governance, usually through the Students' Union, and encourage student representation on relevant University committees, boards and working groups
- 2.1.4. regularly monitor the quality of learning and teaching offered as part of your programme

2.2. We expect you to:

- 2.2.1. familiarise yourself and comply with relevant University policies and procedures, including those relating to your programme and the qualification you are working towards.
- 2.2.2. take up the opportunities we provide to enable you to give us your views
- 2.2.3. read and understand information we provide about changes that are taking place and what they mean for you
- 2.2.4. contribute to internal and external procedures for assuring the quality of learning, teaching and assessment

3 Openness, accountability and conduct

This Agreement places an expectation upon both you and us to act with integrity, share relevant information, be accountable for our actions and show mutual respect, as set out in this section.

3.1. You can expect us to:

- 3.1.1 make publicly available (and regularly update as required) details of the tuition fees and any other expenses relating to programmes of study offered by the University
- 3.1.2 provide you with a fair, equitable and supportive environment in accordance with the University's Equality, Diversity and Inclusion policy statement.

3.2 We expect you to:

- 3.2.1 share with the University in a timely manner any circumstances affecting your study
- 3.2.2 make sure all tuition fees and other expenses relating to your programme are paid in time and agree to be bound by our regulations on the payment of fees and refunds (and the consequences of non-payment) should you cease to be a student at the University take care, when acting as a student representative on school, faculty or University committees, to consult fellow students and to represent their views accurately and in a balanced way
- 3.2.3 take care, when acting as a student representative on school, faculty or University committees, to consult fellow students and to represent their views accurately and in a balanced way

3.3 Changes to your programme

- 3.3.1 Keeping your programme up to date is an important academic endeavour and where necessary and reasonable we may need to make changes to your programme. For example, we may need to alter the timetable, location, number of classes, method of delivery, content, assessment methods or syllabus.
- 3.3.2 We will not withdraw a programme unless and until all students enrolled on it have completed their studies, with the exception of programmes which have not yet commenced.

3.4 You can expect us to:

- 3.4.1 consult you and elicit your views in relation to any proposed material changes to your programme, taking account of these views in reaching our decision
- 3.4.2 give you reasonable notice on any material changes we decide to make
- 3.4.3 attempt to minimise any adverse impact that any changes may have on you.
- 3.4.4 make arrangements, where reasonably necessary, for you to complete your original programme.
- 3.4.5 explore with you, where necessary, the opportunities for transferring to another programme at Bristol or at another institution
- 3.4.6 ensure, if you transfer to another programme, that you receive recognition or credits for any units you have successfully completed
- 3.4.7 in the event that it is not possible for the University to deliver the education

agreed under this Agreement we will refund tuition fees and other reasonable costs subject to section 9 of this Agreement.

- 3.4.8 If between the time of your acceptance of an offer and registering for a programme at the University we make fundamental changes to it, you will be entitled to withdraw your application.

4 Disciplinary matters, appeals and complaints

A key purpose of this Agreement is to ensure that you know what we expect of you and you understand what to expect of us. Our disciplinary procedures and complaints system are there to address situations where we believe you have breached our rules, or where you believe we have not acted fairly.

4.1 You can expect us to:

- 4.1.1 operate a fair and transparent disciplinary procedure as set out in our Student Disciplinary Regulations
- 4.1.2 enable you to make a complaint about matters that affect you and to handle any complaint fairly, in accordance with our Student Complaints Procedure
- 4.1.3 enable you to submit an appeal against an academic decision under the Assessment Regulations

4.2 We expect you to:

- 4.2.1 be aware of and comply with University rules and regulations regarding student behaviour, attendance and other matters concerning your time as a student of the University
- 4.2.2 be aware of regulations relating to your programme whether a taught or research programme, and the Assessment Regulations, including the rules relating to extenuating circumstances
- 4.2.3 raise any concerns when they first arise, by giving staff in your school or faculty the opportunity to resolve them with you in accordance with the Student Complaints Procedure
- 4.2.4 contact your course/programme and or other student representatives about any concerns that are not easily resolved
- 4.2.5 submit any complaint in a timely manner and in accordance with the deadlines set out in the Student Complaints Procedure

5 Intellectual property²

5.1 Our intellectual property:

We own or have licensed to us the intellectual property in all course materials produced by us (or on our behalf) and such materials must only be used for your own personal study purposes. They may not be shared publicly by you or anyone else, including on the internet, without our consent in writing. Unauthorised public sharing of University Intellectual Property will constitute misconduct under the Student Disciplinary Regulations

² UK Government definition of intellectual property

5.2 Your intellectual property:

As set out in the Intellectual Property Policy for Students we may require that you transfer to us intellectual property you create during your time at the University. You hereby agree that where required by the policy, you will enter into the necessary agreements to give effect to the policy.

5.3 Use of your intellectual property for non-commercial purposes:

In consideration of our obligations under this Agreement, you hereby grant us (the University) the right to use intellectual property created by you during your programme and owned by you for non-commercial purposes. 'Non-commercial' means things like educational use, research use, publication in academic journals, University promotional materials, websites, exhibitions, prospectuses and catalogues. Our rights will be unlimited in time and geographical area. We may sub-licence such intellectual property rights to other organisations and academic institutions for non-commercial purposes. If the work created by you is tangible (such as a work of art, sculpture or 3D model), we may borrow the work for non-commercial purposes for a reasonable period.

5.4 Use of your intellectual property for commercial purposes:

We may also use intellectual property created by you for commercial purposes. If we wish to do this you will be required to enter into a formal licence or assignment with us to permit this. In these circumstances you will be entitled to a royalty and the amount of this will be determined under the University's Revenue Sharing Scheme.

6 Recording of educational activity

We may allow you to record academic teaching in accordance with our Policy on Live Streaming and Recording Educational Activities.

In exchange for you being allowed to record lectures or other academic teaching and use such recordings as set out in the policy, you hereby assign to us all copyright in the recordings you make and all other rights in the recordings of whatever nature.

If you fail to comply with the policy this may be treated as a disciplinary matter.

The policy also covers recordings that we make and/or make available to you.

7 Liability

We will be liable to you for any direct loss or damage you suffer if we fail to carry out our obligations under this Agreement to a reasonable standard, or if we breach any legal duties of care that we owe you (including causing death or personal injury by our negligence). This does not apply if such omission is attributable to your own fault or to that of a third party.

Our liability to you in the case of loss or damage (other than for death or personal injury or fraud) is limited to a reasonable amount having regard to such factors as whether the damage was due to a negligent act or omission by us.

We will not be liable to you for events outside our control that we either could not have foreseen or could not have prevented even if we had taken reasonable care, such as:

- a. government restrictions or policy (for example unexpected significant changes to higher education funding)
- b. over- or under-demand from students

- c. staff illness or industrial action
- d. severe weather or fire
- e. civil disorder or political unrest
- f. a public health emergency (for example concern with regard to the transmission of a serious illness)

In such circumstances we reserve the right to change or cancel all or part of your programme.

8 Our legal obligations

In addition to the principles set out in this Agreement, we have certain obligations under UK law that may be relevant to you. This section explains how we fulfil these obligations and how you support us in doing so.

8.1 Data protection

When you join our academic community you give us the right to hold and process your personal data including sensitive personal data. How we do this is set out in our [Student Fair Processing Notice](#) and in accordance with our obligations under the Data Protection Act 2018.

8.2 We expect you to:

- 8.2.1 ensure that the personal details we hold about you, including your current term-time and home address and personal email address, are accurate, and are updated as soon as they change (this will help us to contact you quickly as and when needed)
- 8.2.2 maintain your emergency contact details and confirm whether or not you agree to the University using the contact in the event of significant concerns about your wellbeing where there is not an automatic legal right to do so, as outlined in the [Emergency Contact Procedure](#)
- 8.2.3 protect the authentication details used to access your personal information and University services. This includes not sharing the password you use to access University services with anyone, being mindful of fraudulent attempts to steal your password (e.g. phishing emails) and keeping your University password unique from other internet services
- 8.2.4 be aware of our [Policy on Live Streaming and Recording Educational Activity](#) so that you understand your rights and obligations when we record lectures or other educational activities in which you may be involved

8.3 Immigration requirements

We have legal obligations to comply with UK immigration requirements including monitoring your engagement with your Programme and updating the government about your attendance on your Programme.

If you are an international student you must ensure that your immigration status is up to date. Further guidance is available from our [Student Visa Services](#)

8.4 Criminal convictions

'Unspent convictions' and 'protected convictions and cautions' are defined in the Rehabilitation of Offenders Act 1974. For some programmes, including, but not limited to, social work, PGCE and medicine, you will also be required to disclose

spent convictions and cautions that are not 'protected' and obtain a check and certificate from the Disclosure and Barring Service (DBS).

We require students to disclose any unspent criminal convictions and cautions that are not 'protected' when applying to us, or if these arise during their studies. We conduct fair procedures for dealing with students who disclose criminal convictions either before or after registration.

9 If things don't work out

We anticipate that your relationship with the University of Bristol will be a happy and fulfilling one on both sides. Occasionally, however, things don't work out and a student leaves their programme without completing it.

The relationship, and this Agreement between us, will end if **either** you withdraw from the University **or** we require you to withdraw for any of the reasons set out below.

We may require you to withdraw from the University, and reserve the right to terminate our relationship with you, in writing, with immediate effect if:

- a. you fail to comply with our Student Disciplinary Regulations or any of the other policies that apply to you
- b. your Faculty Board of Examiners makes a decision, based upon your academic performance or lack of attendance, that you should not be permitted to continue with your programme
- c. The Dean of your faculty makes a decision that you be required to withdraw following a Registration Review Panel in accordance with the Regulations and Code of Practice for Research Degree Programmes
- d. you fail to pay your fees in accordance with the Student Fees Regulations
- e. you are expelled from, or refused admission to or membership of, any organisation that you are expected to belong to or participate in as part of your programme, or you fail to meet fitness-to-practise criteria for the profession for which you are training
- f. your circumstances change between your acceptance of our offer and the start of your programme such that, in our reasonable opinion, our offer is no longer viable
- g. we become aware of information about you that we were previously unaware of and that, in our reasonable opinion, makes it inappropriate for you to study on your programme
- h. it comes to our attention that you have failed to provide us with all relevant information, or have supplied false or misleading information, in relation to your application
- i. your behaviour represents a significant risk to the health, safety or welfare of yourself or others, as detailed in the Support to Study Policy and Procedure
- j. your continuing registration at the University puts us in breach of any of our legal obligations to comply with UK immigration or other legal requirements

If we require you to withdraw from the University for any of the reasons set out above, and you disagree with the decision, you will have the right to appeal under the Examination Regulations or submit a complaint under the Student Complaints

Procedure dependant on the reason for the requirement to withdraw.

If you withdraw, or are required to withdraw, from the University, you must:

- a. stop studying on your programme
- b. immediately return your student identification card, together with all property owned by us, to your faculty office
- c. pay all outstanding fees immediately
- d. leave the University and any University accommodation (any contract you have for University accommodation will terminate in accordance with its terms)

Any action we take under the above provisions will not restrict our ability to take any other action against you that we have the right to take, should this be necessary

10 Notices

Any legal notice given under this Agreement will be in writing. Any notice will be sent by email to you at your University email address or, if you have not yet registered, to whatever email address you have provided us with. We may also send any notice to either your term-time or your home address as appropriate.

We consider notice to have been served when the information has been delivered by hand, or 48 hours have passed after if it was posted (if sent by pre-paid first class post) or sent by email. Please note your obligation to keep your contact details up to date.

Notice to the University should be addressed to the Registrar by email, registrarsoffice@bristol.ac.uk, or at **Beacon House, University of Bristol, Queen's Road, Bristol BS8 1QU**.

11 General Legal Provisions

This Agreement is personal to you; you are not permitted to transfer it, or assign any of the rights and obligations under it, to a third party.

These terms and conditions, and the documents referred to in this Agreement, are the entire understanding between you and us about your programme. They replace and/or override any other undertakings or representations, communications or documents issued by us, either in writing or orally.

If either you, or we, do not insist on a particular right under this Agreement being fulfilled, this does not invalidate any of the rights set out in the Agreement, or the obligation to fulfil them or ability to enforce them. If any section of this Agreement becomes void, illegal, invalid or unenforceable, this will not affect the legality, validity or enforceability of the other sections.

Each Party intends that the terms of this Agreement will not be enforceable by any third party, by virtue of the Contracts (Rights of Third Parties) Act 1999.

References to statutes or regulations include any amendments made from time to time to those statutes or regulations. The Agreement is governed by, and in accordance with, the laws of England and Wales and is subject to the non-exclusive jurisdiction of the courts of England and Wales.

12 Your right to cancel

12.1.1 For the purposes of the Consumer Contracts (Information, Cancellation and

Additional Charges) Regulations 2013, if this Agreement is a 'distance contract' or and 'off premises contract', you have the right to cancel your acceptance of it within a period of 14 days after you have accepted the terms of this Agreement without giving us any reason.

- 12.1.2 To meet the cancellation deadline, it is sufficient for you to have sent your cancellation before the 14 day period has expired. You must clearly state your decision, by means of a letter sent by post or email, or by completing our online model cancellation form. If you use the online form we will acknowledge receipt of your notice by email without delay.
- 12.1.3 If you exercise this right to cancel we will reimburse to you all payments you have already made without undue delay and not later than 14 days after the day on which we are informed about your decision. We will make the reimbursement using the same means of payment as for your initial transaction, unless you have expressly agreed otherwise. You will not incur any fees as a result of the reimbursement.

Consumer Contracts Regulations 2013: model cancellation form

(Complete and return this form only if you wish to withdraw from the contract)

To University of Bristol of Senate House, Tyndall Avenue, Bristol BS8 1TH:

I hereby give notice that I wish to cancel my contract for the supply of the following service:

_____ (Course name and number)

Ordered on _____ (insert date of acceptance of place on course)

Name of consumer: _____,

Address of consumer: _____

Signature of consumer (only if this form is notified on paper): _____

Date: _____

2. Acceptable Behaviour Policy

The University is committed to providing a positive working and learning environment that enriches lives and where everyone is treated with respect and dignity. The University expects the highest standards of behaviour from staff and students, whether on University premises or elsewhere.

All members of the University should be aware of their own behaviour, and how it impacts on others. All are expected to conduct themselves in a reasonable and acceptable manner.

Unacceptable Behaviour means words, actions or practices that are experienced as inappropriate, unreasonable or offensive. This can include bullying, harassment, sexual misconduct, demeaning initiation ceremonies, threatening behaviour and malicious posting on social media. It can also include discrimination or abuse relating to, but not exclusive to, disability, gender, race, sexual orientation, religion/beliefs and age.

Steps for dealing with unacceptable behaviour by staff and students is set out at the links below:

For Staff - wishing to raise an allegation about staff

[Tools to promote positive behaviours and equip staff to challenge unacceptable behaviour](#)

[Acceptable Behaviour at Work Policy Statement and Guidance](#)

[Mediation Service](#)

[Staff Grievance Procedure](#)

For Students - wishing to raise an allegation about staff or students

[Procedure for Students raising Allegations of Unacceptable Behaviour by a Student or a Member of Staff](#)

[Mediation Service](#)

For Staff - wishing to raise an allegation about a student

[Procedure for Staff raising Allegations of Unacceptable Behaviour by a Student](#)

[Mediation Service](#)

Procedure for Students raising Allegations of Unacceptable Behaviour by a Student or a Member of Staff

This Procedure sets out what to do if you feel that any member of the University has behaved in an unacceptable manner, whether on or off University premises.

Students who have a complaint relating to any form of sexual misconduct or other potentially criminal behaviour can contact the Student Resolution Service direct, for help and advice or to submit a complaint form at srs-casework@bristol.ac.uk

All other complaints regarding unacceptable behaviour should be sent to the Student Complaints and Mediation Manager at student-complaints@bristol.ac.uk

1. Informal action

There are several informal options available to you when you experience behaviour that you find unacceptable. You could consider taking any of the following steps to try and address the behaviour if you feel it would be helpful;

- ✓ Discuss the matter with family and friends. Do they agree that the behaviour is unacceptable?
- ✓ Discuss the matter with a Student Wellbeing Advisor in your School or a Residential Life Advisor. Some forms of behaviour can be very subtle, and it can often help to talk through your experiences with a third party. These Teams can also make referrals to the University Mediation Service which helps people to communicate with each other when a dispute has arisen.
- ✓ Contact the Student Resolution Service to discuss sexual misconduct or other potentially criminal behaviour.
- ✓ Talk to the advisors in your Students' Union. The [Bristol SU Academic Advice Team](#) in the Students' Union building offers independent advice and support to students on these issues and can advise on process and procedure.
- ✓ Talk about the issue with your Personal Tutor, Supervisor, Senior Tutor, or any other member of staff who you feel comfortable with, to discuss ways in which the situation can be resolved with their support and/or involvement.
- ✓ Try to speak directly to the person responsible for the behaviour – they may genuinely not know that they are acting in a way that's unacceptable to you. (Only try this if you feel comfortable taking this step and if you feel that it could resolve the situation).

If you have tried any of the above steps and the situation remains unresolved, or if you consider that informal action is not possible or would not be helpful, then you may submit a formal complaint (see Section 2 below).

2. Making a formal complaint

- 2.1 To help you provide all the information that the University needs in order to address your complaint please complete and submit the Student Complaint Form: Allegation of Unacceptable Behaviour (Annex A), and send it by email to the Student Complaints and Mediation Manager (SCMM), student-complaints@bristol.ac.uk or to the Student Resolution Service (SRS) srs-casework@bristol.ac.uk if your complaint relates to sexual misconduct or other potentially criminal behaviour.
- 2.2 If you would like to discuss your complaint with the SCMM before any action is taken, please make this known to the SCMM in your email. The SCMM is based in the University Secretary's Office and will decide on any further action, they will contact you as soon as possible, normally within ten working days of receiving your complaint.
- 2.3 University services such as the Student Wellbeing Service can provide advice and support to students experiencing difficulties as a result of unacceptable behaviour and who wish to make a complaint. Independent advice can be sought from the Bristol SU Academic Advice Team.
- 2.4 It may not be possible to deal with allegations against third parties who are not students or staff at the University under this policy, as they are not subject to the University's internal procedures. In these circumstances, you will be advised of other possible ways to pursue a complaint.

3 Confidentiality

- 3.1 Whether your complaint is being dealt with informally or formally, if you want information about your concerns to be kept confidential, you must make this clear to the person you talk to. The information that you provide in relation to your complaint will be treated with discretion and will only be shared when necessary, with sensitivity and with your consent so that your complaint can be investigated. An exception to this would be if the University has a legal obligation to report the information that you disclose or if there are concerns about your safety. You will be notified before action is taken and offered support. It will not be possible to investigate anonymous complaints as the person you report will need to be informed of the complaint and who made it. (For information on submitting anonymous complaints see 6).
- 3.2 The University recommends that allegations of criminal acts, such as physical assault, rape or sexual assault, are reported to the police immediately. The University may report allegations of criminal activity to the police in cases where there is a legal obligation to report and where there are serious safeguarding concerns and risk to others. The University may not be able to investigate allegations of serious criminal offences; action taken under the Student Disciplinary Regulations can be restricted pending the outcome of a criminal investigation. Students who have reported or experienced sexual misconduct are advised to contact the Student Resolution Service srs-casework@bristol.ac.uk

4 What happens if you have complained about the behaviour of a student?

- 4.1 The SCMM or SRS will determine whether a complaint is sufficiently serious to be dealt with under this policy. The University is limited in what action can be taken in relation to moderate disputes in private sector student houses.
- 4.2 The SCMM will consider if reasonable steps have been taken to resolve the issue informally. In some cases, the SCMM might suggest a way to resolve the complaint through informal means that have not yet been explored. The SCMM may offer mediation where appropriate to you and the other person (see flowchart Annex B)
- 4.3 Should you need wellbeing support in relation to your complaint, the SCMM or SRS will refer you to the Student Wellbeing Service.
- 4.4 If your complaint is about behaviour in an academic setting, the SCMM may refer the complaint to the Faculty. The SCMM will work with Senior Tutors and Wellbeing Advisors in your School or Faculty to ensure that the matter is dealt with sensitively.
- 4.5 If the complaint is about behaviour within the University Halls of Residence, the SCMM may refer the complaint to the Head of Residential Life.
- 4.6 If the complaint is about behaviour within a Students' Union (SU) Society or Club then the complaint will be sent to the Chief Executive of the SU to be investigated under the SU Complaints Procedure. If the investigation finds evidence of serious misconduct on the part of individual students, then those students will be referred to the University to be dealt with under the Student Disciplinary Regulations.
- 4.7 Where informal resolution is not possible or where the matter is deemed more serious, the complaint will be referred for consideration under the Student Disciplinary Regulations.

5 What happens if you have complained about the behaviour of a member of staff?

- 5.1 The SCMM will:
 - a) refer complaints made about the conduct or behaviour of members of staff to the relevant HR Team where the complaint will be considered under the appropriate Staff procedure e.g. the Staff Conduct Procedure (Ordinance 10.4), see flowchart Annex B. Informal resolution, such as mediation, may be explored before taking formal action.
 - b) refer complaints that engage issues relating to Free Speech/Academic Freedom to an Assessor (see procedure/ refer to flow chart for the procedure when released)
- 5.2 Should you need wellbeing support in relation to your complaint, the SCMM will

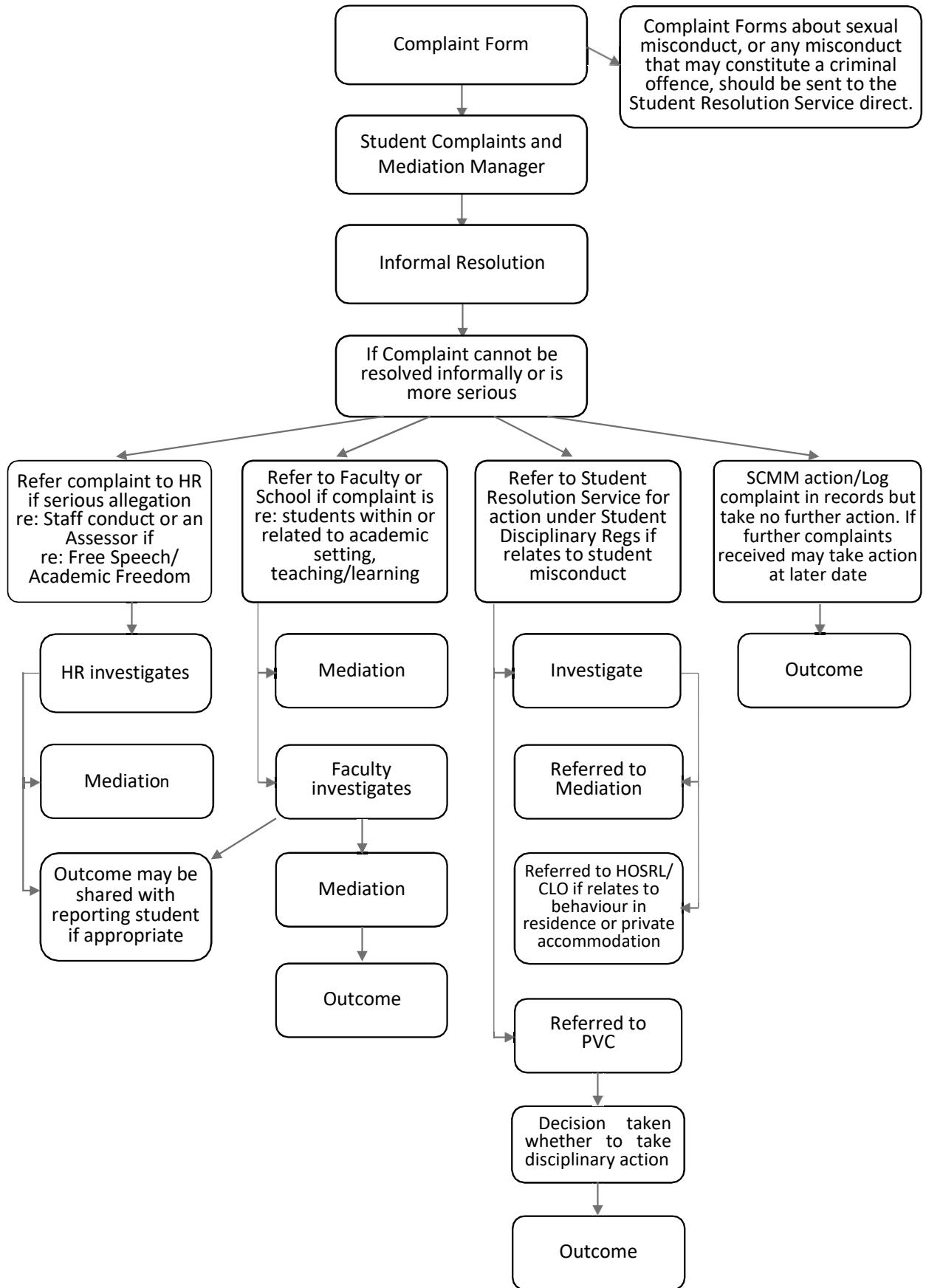
referyou to the [Student Wellbeing Service](#).

5.3 You should be aware that legitimate criticism of a student's performance or behaviour, or reasonable requests made of students by members of staff will not constitute unacceptable behaviour under this policy. You can find out more about staff misconduct [here](#)

6 Anonymous Reporting

The Report and Support facility enables students and members of staff to submit online reports and seek advice and support for incidents of harassment, assault and discrimination. This facility also gives students and staff the opportunity to report experiences anonymously. Anonymous reports cannot be investigated but will be monitored for emerging trends. For more information see: [Report unacceptable behaviour | Current students | University of Bristol](#)

Annex B – Formal Complaint



Frequently Asked Questions

Who can I talk to about my complaint?

You can discuss your complaint with the SCMM by email, phone or in person. Email student-complaints@bristol.ac.uk If your complaint relates to sexual misconduct or other potentially criminal behaviour, you can talk to the SRS for advice. Email srs-casework@bristol.ac.uk

How long will it take for me to get an outcome?

This will depend on the nature of the allegations. Complaints about unacceptable behaviour are picked up quickly and dealt with on a case by case basis. In some cases, swift action can be taken to ease a situation, in other cases allegations will require a full investigation following a formal procedure which can take longer. You will have the opportunity to talk to the SCMM about your individual case. You can also contact the [Bristol SU Academic Advice team](#) in the SU to get independent advice on your complaint and on the process.

If I make a complaint about someone will they get to see the complaint?

The person that you complain about has a right to know what the complaint is about and who has made it. They will not necessarily be shown the complaint form; each complaint is dealt with on a case by case basis and if you have concerns you can discuss these with the SCMM or the person considering your complaint.

If I make a complaint about my supervisor will they still get to mark my work?

Complaints of this nature will be dealt with on a case by case basis and will very much depend on the nature of the complaint. Marking is generally anonymous and moderated or double marked. Additional scrutiny may be added where the supervision of a dissertation is concerned. If the complaint relates to a specialised area (e.g. PhD), then the Faculty will work with you on how best to proceed.

What is mediation and is it compulsory?

Mediation is a free, confidential and independent process that allows people to have their dispute heard, and to be recognised. Mediation supports people in a 'dispute' to try and find their own resolution to the problem. It is a voluntary process so it will never be compulsory. Mediation can take place with you and the other person in different rooms for the entire process if you wish, so that the mediator moves between the rooms and you don't have to speak to the other person face to face

What action might be taken following my complaint about another student?

This very much depends on the nature of the complaint. Complaints will be dealt with carefully; it may be that the person you have complained about is unwell and needs some help. In these cases, support will be put in place for them and for you and steps will be taken to sort out any problems that the behaviour is causing.

In other cases, investigation of the complaint may lead to a letter being sent to the student by the SCMM or a Senior University Lawyer. In cases where investigation of the complaint finds serious misconduct then the student will be dealt with under the Student Disciplinary Regulations and may be referred either to the Vice-Chancellor or to a person nominated by them to act on their behalf.

What is a Non-Contact Order and can I get one?

A Non-Contact Order is a limited order of suspension issued under the Student Disciplinary Regulations by the Pro Vice-Chancellor (PVC) responsible for student discipline. The order will impose specific terms on a student, such as not contacting named students, either in person or by electronic means. Non-Contact Orders are not something that can be requested, they are issued by the PVC as a last resort when there is a serious threat to the wellbeing of a member of the University community and where the situation cannot be managed in any other way.

STUDENT COMPLAINT FORM: ALLEGATION OF UNACCEPTABLE BEHAVIOUR

Please note, this form will be available to download from the student forms web page: www.bristol.ac.uk/currentstudents/forms and on the web as an Annex to this Guidance.

Students who have a complaint relating to any form of sexual misconduct or other potentially criminal behaviour, can contact the Student Resolution Service direct for help and advice or to submit a formal complaint at srs-casework@bristol.ac.uk.

All other complaints should be submitted by email to the Student Complaints and Mediation Manager at student-complaints@bristol.ac.uk.

1. PERSONAL DETAILS
<p>Full Name:</p> <p>Student ID No:</p> <p>Programme and Year of Study:</p> <p>Address for correspondence in connection with the complaint*:</p> <p>Telephone number:</p> <p>Email address:</p> <p><i>*In the case of a Group Complaint, please attach a list of complainants and their details on a separate sheet of paper</i></p> <p>The University will communicate with you about your complaint by email (current students will normally be contacted through their University email address only) or by post to the address you have given above. It is important that you keep your contact details up to date and notify the Student Complaints and Mediation Manager of any changes.</p>
2. NATURE OF COMPLAINT
<p>Are your allegations being made against:</p> <ul style="list-style-type: none"> <input type="radio"/> A member of staff <input type="radio"/> A student <input type="radio"/> Other (please state)

3. DETAILS **

3.1 Please provide details of your complaint (e.g. racism, bullying, harassment – including online bullying and harassment). Provide as much information as possible relating to the allegations you are making in terms of dates, specific incidents, and any supporting evidence, including the names of any witnesses who are willing to come forward. As far as possible, present the events leading up to the incident(s) in chronological order. This will help the person reading your complaint to understand the history and context of the issue.

3.2 Please set out the steps you have taken to address the matter through informal means, including who you have approached to resolve your complaint. If you have been unable to take steps to address the matter please say why this has not been possible.

3.3 Please suggest any outcome or further action you are seeking.


4. DECLARATION

I declare that the information provided in this form is to the best of my knowledge true, and that I would be willing to answer further questions relating to it if necessary.




Signed:




Date:




**** Factors to consider when providing details under Section 3:**

 Do not assume that the reader of the complaint will be familiar with the situation you are describing, or the people involved. Make sure that somebody reading it for the first time can immediately understand the issues and when and where they arose. For example, instead of

saying 'my tutor', name the individual you are referring to.

   Be specific: if an incident has occurred, try and detail the exact date(s) on which it happened. If an incident has arisen that made you feel uncomfortable or harassed, you should try and describe exactly what happened and why it made you feel that way. It's important to spell out as clearly as possible how you have been affected by the incident(s).

   Provide documentary evidence wherever possible. This can be in the form of copies of emails, written correspondence you have received, screen shots or print outs of comments/messages posted on social media – basically anything that supports the allegations you are making.

   Provide details of any action you have taken to try to resolve the situation yourself through personal action – for example, making the person aware of the impact their behaviour is having on you – and why this was unsuccessful. If you have been unable to take steps yourself to resolve the situation, ensure that you provide details as to why this is the case.

Procedure for Staff raising Allegations of Unacceptable Behaviour by a Student

This Procedure sets out what to do if you feel that a Bristol University student has behaved in an unacceptable manner, whether on or off University premises.

If you experience or observe unacceptable behaviour by a student on University premises that requires urgent action, then call the University Security Services emergency number on 0117 3311223.

If you wish to report other unacceptable behaviour that you have witnessed, then you can call 0117 928 7848

1. Informal action

If you experience behaviour by a student that you find unacceptable, you could consider trying to speak directly to the person responsible for the behaviour – they may genuinely not know that they are acting in a way that's unacceptable to you. (Only try this if you feel comfortable taking this step and if you feel that it could resolve the situation). If you have tried this and the situation remains unresolved, or if you consider that informal action is not possible or would not be helpful, then you may submit a formal complaint (see Section 2 below). You may find it helpful to talk the matter over with the Student Complaints and Mediation Manager (SCMM) in the first instance by email at student-complaints@bristol.ac.uk or by phone on 0117 3941820

2. Making a formal complaint

2.1 To help you provide all the information that the University needs in order to address your complaint, please complete and submit the Complaint Form: Allegation of Unacceptable Behaviour by a Student (Annex A), and send it by email to the Student Complaints and Mediation Manager (SCMM), student-complaints@bristol.ac.uk . If you would like to discuss your complaint with the SCMM before any action is taken, please make this known to the SCMM in your email. The SCMM is based in the University Secretary's Office and will decide on any further action, they will contact you as soon as possible, normally within ten working days of receiving your complaint.

2.2 The University Staff Counselling Service can provide support to staff experiencing difficulties as a result of unacceptable behaviour

3. Confidentiality

3.1 Whether your complaint is being dealt with informally or formally, if you want information about your concerns to be kept confidential, you must make this clear to the person you talk to. The information that you provide in relation to your complaint will be treated with discretion and will only be shared when necessary, with sensitivity

and with your consent so that your complaint can be investigated. An exception to this would be if the University has a legal obligation to report the information that you disclose or if there are concerns about your safety. You will be notified before action is taken and offered support. It will not be possible to investigate anonymous complaints as the person you report will need to be informed of the complaint and who made it. (For information on submitting anonymous complaints see 5).

3.2 The University recommends that allegations of criminal acts, such as physical assault, rape or sexual assault, are reported to the police immediately. The University may report allegations of criminal activity to the police in cases where there is a legal obligation to report and where there are serious safeguarding concerns and risk to others. The University may not be able to investigate allegations of serious criminal offences; action taken under the Student Disciplinary Regulations can be restricted pending the outcome of a criminal investigation.

4. What happens if you have complained about the behaviour of a student?

4.1 The SCMM will determine whether a complaint is sufficiently serious to be dealt with under this policy.

4.2 The SCMM will consider if reasonable steps have been taken to resolve the issue informally. In some cases, the SCMM might suggest a way to resolve the complaint through informal means that have not yet been explored. The SCMM may offer **mediation** where appropriate to you and the other person (see flowchart Annex B)

4.3 Should you need wellbeing support in relation to your complaint, you can contact your Line Manager, HR Manager or Officer <https://www.bristol.ac.uk/hr/contact/>, or the Acceptable Behaviour Service also use the Staff Counselling Service

4.4 If the complaint is about behaviour within a Students' Union (SU) Society or Club then the complaint will be sent to the Chief Executive of the SU to be investigated under the SU Complaints Procedure. If the investigation finds evidence of serious misconduct on the part of individual students, then those students will be referred to the University to be dealt with under the Student Disciplinary Regulations.

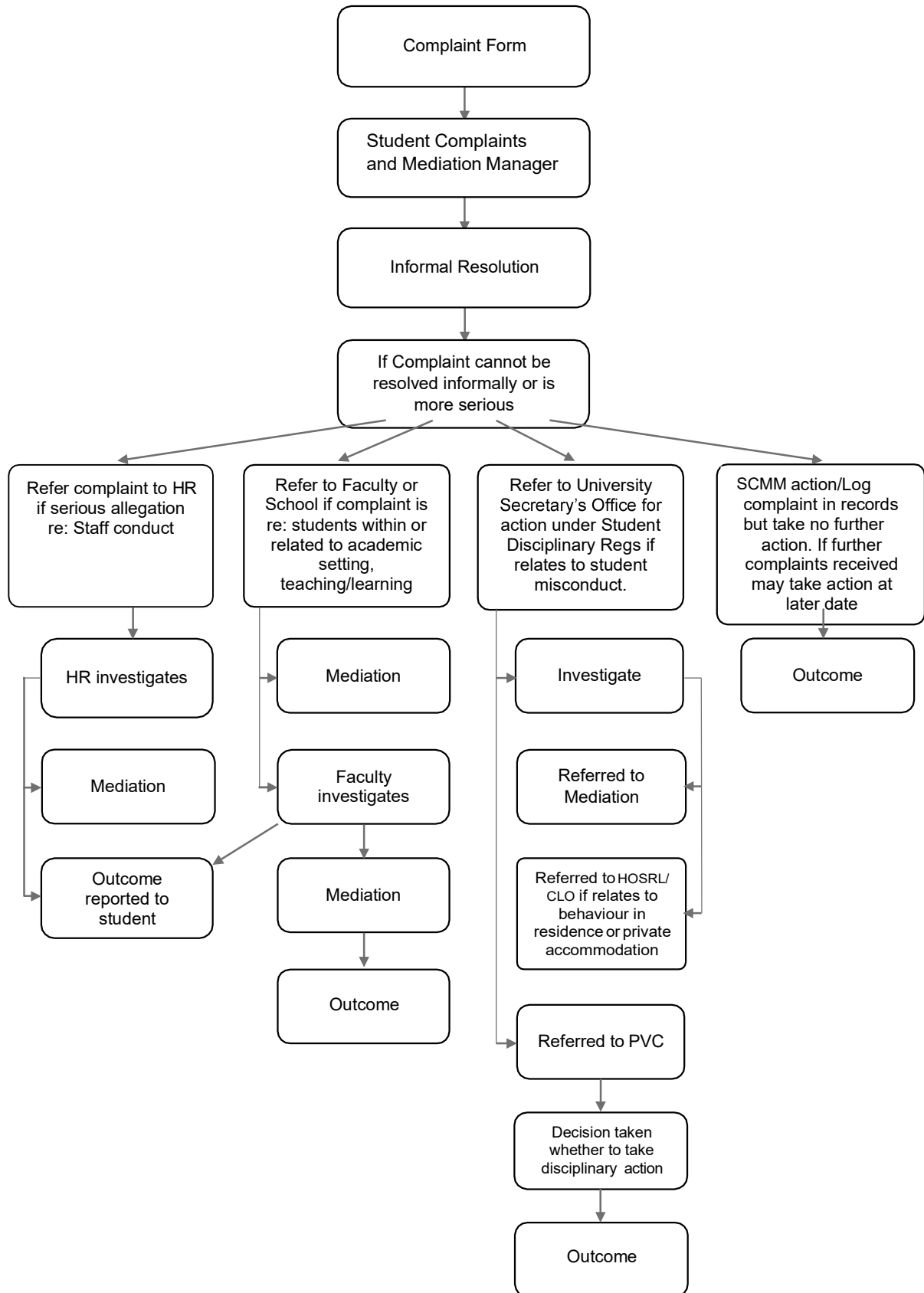
4.5 Where informal resolution is not possible or where the matter is deemed more serious, the complaint will be referred for consideration under the Student Disciplinary Regulations.

5. Anonymous Reporting

The Report and Support facility gives members of staff the opportunity to report incidents of harassment, assault and discrimination anonymously. Anonymous reports cannot be investigated but will be monitored for emerging trends.

<https://www.bristol.ac.uk/students/wellbeing/report-and-support/>

Annex B – Formal Complaint



Frequently Asked Questions

Can I talk to the SCMM about my complaint?

Yes, you can discuss your complaint with the SCMM by email, phone or in person. Email student-complaints@bristol.ac.uk, Tel. 0117 3941820

How long will it take for me to get an outcome?

This will depend on the nature of the allegations. Complaints about unacceptable behaviour are picked up quickly and dealt with on a case by case basis. In some cases, swift action can be taken to ease a situation, in other cases allegations will require a full investigation following a formal procedure which can take longer. You will have the opportunity to talk to the SCMM about your individual case.

If I make a complaint about someone will they get to see the complaint?

The person that you complain about has a right to know what the complaint is about and who has made it. They will not necessarily be shown the complaint form; each complaint is dealt with on a case by case basis and if you have concerns you can discuss these with the SCMM or the person considering your complaint.

What is mediation and is it compulsory?

Mediation is a free, confidential and independent process that allows people to have their dispute heard and to be recognised. Mediation supports people in a 'dispute' to try and find their own resolution to the problem. It is a voluntary process so it will never be compulsory. Mediation can take place with you and the other person in different rooms for the entire process if you wish, so that the mediator moves between the rooms and you don't have to speak to the other person face to face. <http://www.bristol.ac.uk/secretary/mediation/>

What action might be taken following my complaint about a student?

This very much depends on the nature of the complaint. Complaints will be dealt with carefully; it may be that the person you have complained about is unwell and needs some help. In these cases, support will be put in place for them and for you and steps will be taken to sort out any problems that the behaviour is causing.

In other cases, investigation of the complaint may lead to a letter being sent to the student by the SCMM or a University Lawyer. In cases where investigation of the complaint finds serious misconduct then the student will be dealt with under the Student Disciplinary Regulations and may be referred either to the Vice-Chancellor or to a person nominated by them to act on their behalf.

<https://www.bristol.ac.uk/media-library/sites/secretary/documents/student-rules-and-regs/student-disciplinary-regulations.pdf>

What is a Non-Contact Order and can I get one?

A Non-Contact Order is a limited order of suspension issued under the Student Disciplinary Regulations by the Pro Vice-Chancellor responsible for student discipline. The order will impose specific terms on a student, such as not contacting

named people, either in person or by electronic means. Non-Contact Orders are not something that can be requested, they are issued by the PV-C as a last resort when there is a serious threat to the wellbeing of a member of the University community and where the situation cannot be managed in any other way.

<https://www.bristol.ac.uk/media-library/sites/secretary/documents/student-rules-and-regs/student-disciplinary-regulations.pdf>

ANNEX A

**STAFF COMPLAINT FORM:
ALLEGATION OF UNACCEPTABLE BEHAVIOUR BY A STUDENT**

You can also submit details of your complaint by email to the Student Complaints and Mediation Manager

student-complaints@bristol.ac.uk

1. PERSONAL DETAILS
<p>Full Name:</p> <p>University Department</p> <p>Address for correspondence in connection with the complaint*:</p> <p>Postcode:</p> <p>Telephone number:</p> <p>Email address:</p> <p><i>*In the case of a Group Complaint, please attach a list of complainants and their details on a separate sheet of paper</i></p> <p>The University will communicate with you about your complaint by email (current staff will normally be contacted through their University email address only) or by post to the address you have given above. It is important that you keep your contact details up to date and notify the Student Complaints and Mediation Manager of any changes.</p>
2. STUDENT DETAILS
<p>Please give the name and School/Hall/Address of the student(s) if known:</p>
3. DETAILS **
<p>3.1 Please provide details of your complaint (e.g. racism, bullying, harassment). Provide as much information as possible relating to the allegations you are making in terms of dates, specific incidents, and</p>

any supporting evidence, including the names of any witnesses who are willing to come forward. As far as possible, present the events leading up to the incident(s) in chronological order. This will help the person reading your complaint to understand the history and context of the issue.

3.2 Please set out the steps you have taken to address the matter through informal means, including who you have approached to resolve your complaint. If you have been unable to take steps to address the matter please say why this has not been possible.

3.3 Please suggest any outcome or further action you are seeking.

4. DECLARATION

I declare that the information provided in this form is to the best of my knowledge true, and that I would be willing to answer further questions relating to it if necessary.

Signed:

Date:

**** Factors to consider when providing details under Section 3:**

- ✓ *Do not assume that the reader of the complaint will be familiar with the situation you are describing, or the people involved. Make sure that somebody reading it for the first time can immediately understand the issues and when and where they arose. For example, where possible, name the individuals you are referring to.*
- ✓ *Be specific: if an incident has occurred, try and detail the exact date(s) on which it happened. If an incident has arisen that made you feel uncomfortable or harassed, you should try and describe exactly what happened and why it made you feel that way. It's important to spell out as clearly as possible how you have been affected by the incident(s).*
- ✓ *Provide documentary evidence wherever possible. This can be in the form of copies of emails, written correspondence you have received, screen shots or print outs of comments/messages posted on social media – basically anything that supports the allegations you are making.*
- ✓ *Provide details of any action you have taken to try to resolve the situation yourself through personal action – for example, making the person aware of the impact their behaviour is having on you – and why this was unsuccessful. If you have been unable to take steps yourself to resolve the situation, ensure that you provide details as to why this is the case.*

3. How the University uses student personal data

About this notice

The University needs to collect and process personal data in order to function effectively as an educational institution and to provide students with the support they require while undertaking their studies. Personal data is processed for a variety of reasons (as set out below) and all such personal data will be collected and processed in accordance with the requirements of the General Data Protection Regulation (**GDPR**) and the Data Protection Act 2018.

This notice explains how the University collects, uses and shares personal data relating to applicants and prospective, current and former students (**you/your**) and your rights in relation to the processing of your personal data.

In this notice:

- **personal data** means any data which can identify you directly or indirectly (whether itself or when combined with other data), regardless of the format or media on which the data are stored. This includes data that can identify you when combined with other data that is held separately (pseudonymous data) but does not include data that has been manipulated so that you can no longer be identified from it (anonymous data).
- **processing** means any activity relating to your personal data including collection, use, alteration, storage, disclosure and destruction.

Unless the University processes your personal data on behalf of another organisation for purposes that have been determined by that organisation, the University is a 'controller' in relation to your personal data and is registered as such with the Information Commissioner's Office (**ICO**) (registration number Z6650067).

Changes to this notice

The University may update this notice at any time and may provide you with further notices on specific occasions where we collect and process personal data about you. You should check this notice regularly to take notice of any changes, however where any change affects your rights and interests, we will make sure we bring this to your attention and clearly explain what this means for you.

Questions or comments

If you have any questions or comments regarding this notice or you wish to exercise any of your rights (see below), you should contact our Data Protection Officer by email at data-protection@bristol.ac.uk or by phone on ext. 41824.

How we collect your personal data

We may collect your personal data in a number of ways, including:

- personal data provided by you when you express an interest in applying to the University (for example, by booking a place on one of our open days or requesting a printed prospectus).
- personal data provided by you when you apply to be a student at the University (for example, by applying online through the Universities and College Admissions Service (**UCAS**), or directly to the University).

- personal data provided by you when you register as a student with the University.
- personal data provided by you when you communicate with us by telephone, email or via our website and social media (for example when you contact us or any member of our staff to make an enquiry or raise a concern).
- personal data collected from or observed about you in the course of your studies including your use of University resources, services and systems and other interactions with the University.
- personal data from third parties in the course of the application and admissions process, or during the course of your studies (for example, UCAS, other institutions that deliver joint programmes with the University, Government departments such as the Home Office, the Student Loans Company and your previous or current school, college, university or employer who may provide a reference about you or who may sponsor your studies).

Types of personal data processed

Personal data the University may process includes:

- your unique University student number and other examples of unique system IDs (e.g. UCAS personal ID)
- contact information (including name, term-time and holiday addresses, date of birth, phone numbers and email addresses)
- photographs
- information provided as part of your application to study at the University, or created during the application process (e.g. interview scores and notes)
- financial information
- attendance information (for teaching and pre-registration events such as visit days and interviews)
- visa and immigration information (including visa and passport details)
- academic marks and progress
- information provided in relation to extenuating circumstances, appeals and complaints
- references
- disciplinary information
- caring responsibilities
- information regarding hobbies and interests
- other legitimate personal data relating to academic and pastoral support

We may also collect, or you may choose to provide us with, the following **special categories** of more sensitive personal data:

- information revealing your race or ethnicity, religious beliefs, sex life or sexual orientation (whether or not indicated by your gender or gender identity) and political opinions

- information about your health, including any disability or medical condition, and dietary requirements
- information about criminal convictions or offences

These types of personal data require us to take additional steps to ensure their security and confidentiality.

Personal data provided by you about others

You may provide us with personal data about other individuals, for example, emergency contact details and information about your family circumstances and dependents (for example to assess bursary and grant eligibility and provide pastoral care services). Students should notify the relevant person that they are providing their contact details to the University as their listed emergency contact.

How the University uses personal data about you

The University may process personal data (including special categories of personal data) about you for the following purposes:

- administration of applications (for example, receiving and processing UCAS forms and applications, compilation of statistics, assessments of applications and interviews including offers at different stages of progression)
- educational administration (for example, programme and unit registration, progress monitoring, timetabling, calculation and publication of assessments and results, provision of references and assessing eligibility for bursaries and grants)
- provision of library and information services (for example, administration of membership, cards, loans and fines)
- provision and maintenance of computing facilities (for example, email accounts and internet access)
- financial administration (for example, payment of tuition fees and other services administered by Finance Services, provision of loans and bursaries via the Student Funding Office, and the use of debtor information to make decisions about withholding bursary payments, preventing re-registration of returning students and inviting students to graduation ceremonies)
- administration of student welfare/pastoral care services (for example, contact with personal tutor, Counselling Service, Disability Services, Careers Service and financial advice services)
- administration and provision of health care services (for example, Student Health Service and Counselling Service)
- security and crime prevention/detection (for example, the use of regulated CCTV, security incident reports)
- provision of student ID card (UCard)
- provision and management of University owned and privately-owned property for students
- promotion of the University (for example, providing information about programmes that may be of interest to you, summer schools and events hosted, co-hosted or supported by the University on and off-campus)

- auditing compliance with the University's legal and regulatory obligations and policies (including those relating to visa/Tier 4 requirements)
- handling complaints, appeals and disciplinary actions

The University will also use student personal data to produce non-identifiable statistical data for analysis to fulfil its commitment to equality monitoring, to provide a more targeted response to improving the student experience, and to respond to freedom of information requests.

Lawful grounds for processing your personal data

We will only use your personal data when we are permitted to do so by law. Most commonly, we will use your personal data:

- **to perform a contract** the University has entered into with you or take steps before entering into a contract with you at your request (for example, as part of the admissions process and once you have enrolled as a student, to provide you with the services set out in the Student Agreement).
- **to comply with the University's legal obligations** (for example, complying with immigration, anti-money laundering, health and safety and safeguarding laws, preventing and detecting crime, assisting the police and other authorities with their investigations).
- **to perform tasks carried out in the public interest** which are mainly set out in the University's Charter (and related Acts, Statutes, Ordinances and Regulations).
- **where necessary for our legitimate interests** or those of a third party provided your interests and rights do not override those interests (for example, providing services that do not form part of the Student Agreement, monitoring the effectiveness and performance of the University's teaching, promoting equality and diversity, providing administrative and management services and recovering monies owed to us).
- **to protect your vital interests** or those of another person (for example where we know or have reason to believe that you or another person may suffer harm)

In circumstances, where you have a genuine choice as to whether we should process your personal data, we will ask you for your **consent**. The method used to obtain your consent will depend on the scope and context of the processing that we propose.

In relation to special categories of personal data and personal data relating to criminal convictions and offences, we may request your **explicit consent** unless a condition applies which allows us to process such personal data without doing so.

Sharing your personal data with third parties

Where there are lawful grounds for doing so, the University may share your personal data with the following third parties:

- Individuals employed or engaged by the University, to the extent necessary to perform their duties
- The Higher Education Statistics Agency (HESA). Every year the University is required to send some of the information it holds about you to HESA. HESA

is an official source of data about UK higher education. Your HESA information is used for a variety of purposes by HESA and by third parties. For example, it is used by Higher Education funding and regulatory bodies for their statutory and/or public functions including funding, regulation and policy-making purposes. It is also used for statistical and research purposes, such as the Graduate Outcomes survey for which you may be contacted by phone, SMS or email after you graduate. On 4 October 2022 HESA merged with Jisc. HESA is now part of Jisc, a not-for-profit company limited by guarantee, registered in England (company number: 05747339; charity number: 1149740). This means that Jisc is now the data controller for all data sent to HESA. See more information about HESA/Jisc's use of your personal data

- The Office for Students, or parties acting on its behalf (for example, Ipsos MORI conducting the National Student Survey)
- Student Loans Company and other bodies involved in student finance (for example, Student Awards Agency Scotland, Student Finance England, Student Finance Wales, Student Finance Northern Ireland, Student Finance European Union) - to allow students to receive their loans
- Department of Education and Local Education Authorities
- Local authorities (primarily Bristol City Council, but potentially other neighbouring authorities) - in relation to Council Tax exemption, maintaining the electoral roll and administration of housing benefit
- UK Visas and Immigration - information on immigration and visas
- General Medical Council (GMC) - for medical graduates, to process and maintain registration with the GMC
- General Dental Council (GDC) - for dental graduates, to process and maintain registration with the GDC
- Royal College of Veterinary Surgeons (RCVS) – for veterinary graduates, to process and maintain registration with the RCVS
- The Students' Union (Bristol SU) - the University will provide Bristol SU with student personal data to allow it to create and manage its membership list, though students can decide not to be a member
- JISC Plagiarism Detection Service (Turnitin®)
- External accommodation providers - where student accommodation is provided on behalf of the University
- Research Councils
- External parties assisting with admissions or examination procedures (for example, interviewing for certain programmes)
- Agents assisting the University with international admissions (limited to what is strictly necessary for the performance of the agent's role) - this may include the disclosure of personal data outside the European Economic Area
- Internal and external auditors
- External examiners

- Other education institutions, partners or research organisations where a student's programme is being run collaboratively, or where such parties host students for elements of their programme (for example, other universities, schools, NHS and industry bodies)
- Sponsors of students - information will only be disclosed when in compliance with sponsorship agreements and will be kept to the minimum required (for example, providing award verification letters)
- Third parties performing administrative functions on behalf of the University (acting as data processors)
- Debt collection agencies – when students have not paid fees that they owe
- Police and other investigative agencies - only where the disclosure of personal data would assist with the investigation of a crime or other alleged misconduct, and such disclosures are necessary and proportionate to the aims of the investigation
- Organisations seeking student views to enable the University to endeavour to improve the experience offered to students (for example, the National Student Survey)
- The Government and local authorities during information gathering exercises when the University is legally obliged to provide data
- Potential employers and other educational institutions requesting a reference for a current or past student (consent is implied by providing the University's details as a referee). This includes confirmation of awards.
- Academic and research staff for the purposes of research (potentially involving disclosures to external organisations or regulators, under contract and properly assessed) – steps will be taken to protect your identity, which will not be published, and data will not be used to take decisions about you individually.

Where the University uses third parties to process personal data on its behalf (acting as data processors), a written contract will be put in place to ensure that any personal data shared will be held in accordance with the requirements of data protection law and that such data processors have appropriate security measures in place in relation to your personal data.

Parents, family members and guardians are considered to be third parties and your personal data will not be disclosed to such persons unless you have given your consent at application or registration to the disclosure of limited information in certain circumstances, or the disclosure is otherwise made in accordance with data protection law.

Please note that we may need to share your personal information with a regulator or to otherwise comply with the law.

Where your personal data are stored

Most personal data about you, including your core student records, will be stored on servers within the UK or elsewhere within the European Economic Area (**EEA**). However, some personal data that the University processes about you may be accessed from, transferred to, or stored in, a country or territory outside of the EEA. The University will only transfer your personal data outside of the EEA:

- to a country or territory that has been determined by the European Commission as providing an adequate level of protection for your personal data.
- where the transfer is subject to one or more appropriate safeguards prescribed by law, including the standard contractual clauses approved by the European Commission.
- in the case of a third party based in the United States of American, where such third party is certified under a relevant certification scheme approved by the UK Government.
- if the transfer is otherwise permitted by law, or necessary for the performance of a contract, or where you have given your explicit consent.

How the University keeps your personal data secure

The University has put in place appropriate technical and organisational security measures to prevent your personal data from being accidentally lost, used or accessed in any unauthorised way or altered or disclosed. In addition, the University limits access to your personal data to the persons and organisations described above who have a need to access it. For further information, visit the University's [Information Security](#) page.

The University has also put in place procedures to deal with any suspected personal data security breach and will notify you and any applicable regulator of a suspected breach where legally required to do so.

How long the University will retain your personal data

The University must only to retain your personal data for as long as necessary to fulfil the purposes for which it was collected and to satisfy any legal, regulatory, accounting or reporting requirements.

Specified retention periods are applied to each category of personal data that we may process about you. In setting these retention periods, the University has taken into account:

- the nature, sensitivity and volume of the personal data
- the potential risk of harm to you arising from the University's continued retention of the personal data
- the purposes for which the University may process your personal data
- whether the University is required to retain any personal data by law or in accordance with its legitimate interests

Generally speaking, all relevant correspondence in relation to your application and studies will be held by the University and retained for six years after your graduation or departure, after which time it will be securely disposed of. Core information about your studies and academic awards (e.g. dates of study, courses studies, main academic details etc) will be retained indefinitely.

In some cases, the University may anonymise your personal data so that it can no longer be identified with you, in which case the University may retain such data indefinitely.

If notice of a legal claim or other proceeding is received, then the University may retain and process relevant personal data in order to defend the claim for the duration of the same.

Whilst the University may dispose of any personal data after the conclusion of the claim, please be aware that all litigation documents disclosed, or evidence given, may be a matter of public record.

Collaborative programmes of doctoral training

Please be aware that if you are applying for or enrolling on a collaborative programme of doctoral training (such as those listed on the [Bristol Doctoral College website](#)) then the University will need to make some further uses and disclosures of your personal data to administer your place on the programme. For further information, please see the relevant [Data Protection Statement](#).

Contact directories

The name and email address of all students will be included in the University [contact directory](#), the contents of which are accessible to all University staff and students, but not to external audiences.

Postgraduate Research students' details will be included in the [Explore Bristol Research](#) and [Pure](#) directories, which are public-facing.

If students do not wish their details to feature in these directories they need to contact the University Secretary's Office who will consider their request. Please contact data-protection@bristol.ac.uk .

Email

Email for students is provided by a third party. This requires the University to disclose some personal data (name and email address) to this third party. Students using the service are also subject to the third party's terms of use and privacy policy and are notified of these terms when issued with their account.

Your responsibilities

You must ensure that any personal data collected and processed by you in the course of your studies is held in accordance with the University's Data Protection Policy. Any research involving the use of personal data should only be conducted following an ethical review. You are also subject to the [University's Information Security Policy](#).

You have a responsibility to ensure your personal details are up to date. Registered students can do this online at [Student Info](#), and applicants should contact UCAS or the University.

UCard (University ID card)

The [UCard Privacy Policy](#) sets out how personal data, and other information related to the UCard, is handled.

CCTV

The University operates CCTV around its properties for security and crime detection purposes. For further information, please see the University's [CCTV Code of Practice](#).

Alumni

On graduation, you will automatically become a member of the University alumni and may receive information relating to alumni activities, such as news, events and fundraising opportunities. There is further information available about the benefits of being a Bristol alumnus on the [Campaigns and Alumni Relations Office website](#).

To opt out of receiving such information please send an email to: alumni-change@bristol.ac.uk

Your rights

You have a number of rights in relation to the processing of your personal data by the University:

- **Access:** You have the right to request access to and be provided with a copy of the personal data held about you together with certain information about the processing of such personal data to check that the University is processing it lawfully and fairly.
- **Correction:** You have the right to request correction of any inaccurate or incomplete personal data held about you.
- **Deletion:** You have the right to request erasure of any personal data held about you where there is no good reason for the University to continue processing it, or where you have exercised your right to object to the processing of your personal data.
- **Restriction:** You have the right to request restriction of how the University processes your personal data, for example, to confirm its accuracy or the University's reasons for holding it or as an alternative to its erasure.
- **Objection:** You have the right to object to the University's processing of any personal data which is based on the legitimate interests of the University, or those of a third party, relating to your particular circumstances. You also have the right to object to the University processing your personal data for direct marketing purposes.
- **Portability:** You have the right to receive or request that the University transfers a copy of your personal data in an electronic format where the basis of the University processing such personal data is your consent or the performance of a contract, and the information is processed by automated means.
- **Complaints:** You have the right to complain to the Information Commissioner's Office (ICO) or any other EU supervisory authority in relation to how the University processes your personal data.

Applications to study at the University may be subject to elements of automated decision making; for example, identifying qualifications from non-accredited institutions and scoring grades against those required for a particular course. If you wish to object to these processes or to find out more please contact the University's Data Protection Officer.

To exercise any of these rights you will need to contact the University's Data Protection Officer at data-protection@bristol.ac.uk. The University may be entitled to refuse any request in certain circumstances and you will be notified accordingly where this is the case.

Where the lawful ground relied upon by the University to process any of your personal data is your consent, you have the right to withdraw such consent at any time without having to give any reason. However, if you do so, the University may not be able to provide some or all of its services to you or the provision of those services may be affected.

You will not have to pay any fee to exercise any of the above rights, though the University may charge a reasonable fee or refuse to comply with your request if any request is clearly unfounded or excessive. Where this is the case, you will be notified accordingly.

To protect the confidentiality of your personal data the University may ask you to verify your identity before fulfilling any request in relation to your personal data.

November 2022

4. Student Complaints Procedure

1 Introduction

- 1.1 The University aims to promote a culture in which students feel confident to raise their concerns. A complaint is an expression of dissatisfaction by one or more students about action or lack of action by the University, or about the standard of service provided by or on behalf of the University. The University aims to operate a fair and transparent student complaints procedure and no student will be treated less favourably as a result of making a complaint.
- 1.2 Wherever possible, the University will seek to resolve concerns raised by students informally. If a student has a complaint about any aspect of University life, it should be raised with an appropriate person at the earliest opportunity. Faculties, schools and divisions that provide services to students should inform students who to contact in the first instance if they have a complaint.
- 1.3 If the University is unable to resolve the complaint informally, or the student is dissatisfied with the outcome, the student may make a formal complaint under this Procedure. Complaints by students with a registered disability about the provision of reasonable adjustments for teaching and assessment shall be given priority, in order to prevent prejudice to the student that might be caused by any delay.
- 1.4 The complaints procedure involves two stages:
 - (i) The Local Stage
 - (ii) The University Stage
- 1.5 Students may raise complaints jointly.
- 1.6 Complaints must be brought promptly. The University will not accept complaints that are made longer than **30 days** after the matters complained about, unless there is good reason for the delay.
- 1.7 Any registered student may bring a complaint under this procedure. A former student may also bring a complaint under this procedure after the matters complained about, but only if the complaint could not reasonably have been brought while they were a registered student.
- 1.8 Complaints about decisions of an academic body on student progress, assessment and awards may not be brought under this procedure and may only be raised under the academic appeals procedure set out in the Assessment Regulations. Complaints about teaching and supervision will not be considered in an academic appeal unless they were raised by the student promptly at the time they first arose and pursued under this procedure. Claims for compensation for personal injury cannot normally be brought under this procedure, but may be accepted at the discretion of the University Secretary.
- 1.9 'Days' for the purposes of this procedure includes weekends but excludes bank holidays and University closure days, unless specifically referred to as working days – [Dates | About the University | University of Bristol](#)

2 Safeguards and Confidentiality

(a) Confidentiality

- 2.1 An appropriate level of confidentiality is fundamental to the operation of an effective complaints process and must balance transparency and the requirements of natural justice against a legitimate expectation of personal privacy. In order to ensure the integrity of the process all parties involved in the operation of this Procedure including those who are the subject of the complaint, those bringing the complaint, any witnesses and those operating the Procedure must ensure that they maintain an appropriate level of confidentiality.
- 2.2 In imposing an expectation of confidentiality, the University recognises that it may be necessary and therefore appropriate for those involved in this Procedure to share certain confidential information with third parties, as set out below.
- 2.3 The University may disclose information:
- (a) to those who need to know in order to discharge their responsibilities at work;
 - (b) where it considers that disclosure is necessary in the interests of health and safety at work or the welfare of other staff, students or the public interest;
 - (c) where disclosure is required by law;
 - (d) to witnesses and/or attendees at the meetings within the Procedure.
- 2.4 Students and staff members may disclose information:
- (a) with professional advisers for the purpose of obtaining advice;
 - (b) with family members and support services for the purpose of obtaining guidance and support;
 - (c) with relevant sector bodies such as the OIA or the University's regulator, the OfS.

(b) Safeguards

- 2.5 The University aims to promote a culture in which students feel confident to raise their concerns. Consequently, anyone raising a concern or complaint is expected to identify themselves. Anonymous complaints may only be accepted at the discretion of the University Secretary. No action against a particular member of Staff or Student will be taken about any matter that has been reported anonymously unless it is possible to verify the matter reported
- 2.6 The investigation process under this Procedure may require that the source(s) of the information and the individual raising the complaint provide a statement as part of the evidence or to assist in further investigations. It is normally expected that such information is given without being anonymised.

In any event even if anonymised, depending on the circumstances, it may be possible from the nature of the information supplied in the investigation process to identify its source. Accordingly, unless there are exceptional circumstances a person raising a complaint or concern should expect to be identified in the investigation process.

- 2.7 Even if the identity of the person making the complaint and/ or other sources of information has not been revealed in the investigation it may not be possible for a disciplinary hearing to take place or a sanction to be imposed without such identification taking place.
- 2.8 The University recognises that people may act out of character in times of trouble or distress. Complaints raised with the University may, for instance, relate to upsetting or distressing personal circumstances. However, the actions of a minority of complainants who are angry, abusive, demanding or persistent may result in unreasonable demands on the University, or improper behaviour towards staff. The University considers such actions to be unacceptable. When this happens, the University will consider the impact of such behaviour on the safety and well-being of staff and the ability of the University to provide a service to others and reserves the right, following assessment, to determine that a complainant's actions and behaviour are unacceptable.
- 2.9 If the University finds that a complainant's behaviour is unacceptable, it will advise the complainant in writing why this has been found to be the case, and the steps that are to be taken which may include a decision not to consider the complaint further. Should the complainant wish to seek a review of any decision reached, they should state this in writing to the University Secretary (email university-secretary@bristol.ac.uk) within 10 days of the date of the decision. The University Secretary will confirm their decision in writing normally within 10 days. The Complainant will be advised of any steps they may take to seek a review of any decision reached.

3 Raising an informal complaint : Informal Resolution

- 3.1 The University encourages informal resolution of any student complaint. If a Student wishes to raise an informal complaint about:
- their teaching or education - they should contact their Unit Director or Programme Lead
 - their accommodation - they should email student-accommodation@bristol.ac.uk and follow the informal process on the [accommodation "Make a Complaint" Pages](#)
 - any other matter - they should contact the Student Complaints and Mediation Manager (email student-complaints@bristol.ac.uk) who will be able to direct them to the appropriate person to raise their complaint with.
- 3.2 Students can seek advice and support about how to raise a complaint from Bristol SU which provides a free and confidential student advice service - Bristol SU Academic Advice Team available at [Bristol SU | Academic Advice](#)

- 3.3 It is expected that all individuals will enter into the process in good faith with the aim of resolving complaints at the earliest opportunity. However, it is recognised that some complaints may not be capable of informal resolution. If this the case the student should be informed of this at the earliest opportunity and referred to section 4 below.
- 3.4 If, following discussion of the concerns raised with the student, or where the concerns raised involve interpersonal relationships, the person considering informal resolution may recommend the matter is referred to mediation. Mediation is voluntary and will only take place if all parties agree.
- 3.5 Where appropriate, the person to whom a complaint is brought informally may refer the concerns to be dealt with under the Acceptable Behaviour Policy or the appropriate disciplinary procedures.

4 Making a Formal Complaint;

- 4.1 Where for any reason informal resolution of the complaint is not possible, or the student is dissatisfied with the informal resolution proposed the student may raise their complaint formally by completing a Complaint Form and submitting it to the Student Complaints and Mediation Manager (email student-complaints@bristol.ac.uk).
- 4.2 If the complaint is about unacceptable behaviour the student may raise their complaint by completing the Acceptable Behaviour Complaint form
- 4.3 The Student Complaints and Mediation Manager will act impartially and will be able to give advice to students about any procedural matters. Students may also obtain support and advice from the Bristol SU Academic Advice Team (contact details are set out above)
- 4.4 The Complaint Form/ Acceptable Behaviour Complaint Form should set out details of the complaint and state the remedy sought. Any evidence on which the complaint is based should be submitted with the Complaint Form.
- 4.5 Complaints should be raised within 30 days of the matters complained of. An extension of this time limit may be permitted by the University Secretary. If a student raises a complaint outside this time period they must complete a Late Complaint request form and submit it to university-secretary@bristol.ac.uk setting out the reason for the delay.

5. The Local Stage

- 5.1 On receipt of the Complaint Form the Student Complaints and Mediation Manager will refer the complaint to an appropriate person for consideration at the Local Stage. In the case of complaints relating to academic matters, this will normally be the Faculty Head of Student Administration or Faculty Education Director. Complaints about other services will be referred to an appropriate member of staff in Professional Services. In some cases, the Student Complaints and Mediation Manager may be able to resolve the student's complaint without recourse to the Local Stage.
- 5.2 The person considering the complaint at the Local Stage may decide to meet with the student to discuss the complaint. If so, the student may bring an adviser, friend or representative to the meeting.

- 5.3 The outcome of consideration at the Local Stage will be conveyed to the student in writing. The University aims to complete the Local Stage within 30 days of the submission of the complaint.
6. Seeking Review of a Complaint: The University Stage – Complaint Review Panel
- 6.1 If it has not been possible to resolve the complaint at the Local Stage or if the student remains dissatisfied with the outcome, they may request that the complaint is progressed to the University Stage.
- 6.2 The student should make the request in writing to the Student Complaints and Mediation Manager, at student-complaints@bristol.ac.uk, within fourteen days of receipt of the Local Stage outcome.
- 6.3 Upon receipt of the request, the Student Complaints and Mediation Manager shall refer the complaint to a Complaint Review Panel. The University aims to convene the Review Panel within 30 days of the student's request to the Student Complaints and Mediation Manager.
- 6.4 The Complaint Review Panel shall normally consist of three senior members of University staff who have had no prior involvement with the complaint.
- The proceedings of the Review Panel will not involve a hearing.
- 6.5 The Review Panel will consider the complaint and may:
- a) ask the parties to reconsider any decision not to enter into mediation;
 - b) refer the matter back to the Local Stage or to another appropriate person with an instruction or recommendation for resolution. If the instruction or recommendation is not carried out, the student may refer the matter back to the Review Panel for reconsideration;
 - c) dismiss the complaint, giving reasons, and issue a Completion of Procedures letter;
 - d) recommend that a Committee of the Board of Trustees be appointed to hear the complaint.
- 6.6 The University Secretary will appoint a clerk to the Review Panel. The role of the clerk shall be to prepare the documentation, make arrangements for the Panel meeting and advise the Panel. The student will normally receive the decision of the Review Panel in writing within 21 days of the Panel meeting.
- 7 The University Stage – Committee of the Board of Trustees**
- 7.1 If the Review Panel recommends that a Committee be appointed to hear the complaint, a Committee will be convened, which shall normally consist of three members and which may include among its members Trustees of the Board of Trustees, University staff who are not Trustees, and persons from outside the University. At the request of the student, the Board of Trustees may appoint a Students' Union officer as an additional member. In the event of the Committee being divided in its view, the Chair will have a casting vote.

- 7.2 The University Secretary will appoint a clerk to the Committee. The role of the clerk is to assist the Committee by collating the evidence, preparing the documentation, making arrangements for the hearing, taking a note of the proceedings and advising the Committee. The clerk may on behalf of the Committee ask for written witness statements or documents such as medical certificates to be produced in advance of a hearing. The student will be entitled to see all statements and documents seen by the Committee.
- 7.3 The student is entitled to be present at hearings of the Committee, and to be accompanied by an adviser, friend or representative. The Students' Union employs student advisers in the Academic Advice Team who may be asked to act in this capacity. If a complaint is being made against a particular person, they are also entitled to attend hearings and to be accompanied by an adviser, friend or representative. In the event that either party is without good reason unable to attend, the hearing will either be held in that party's absence or rescheduled. If the party concerned has good reason for non-attendance the hearing will be rescheduled.
- 7.4 The order of any hearing will be at the discretion of the Committee, which may ask for enquiries to be undertaken and witnesses to attend. The Committee may ask questions of anyone present. The student will be given a full opportunity to state their case, and will be able to address the Committee at the conclusion of any evidence that has been presented.
- 7.5 The Committee will report to the Board of Trustees, setting out its findings and any recommendations, and a copy of the report will be sent to the student and to any person against whom the complaint was made.

8 Nominees

Unless the context indicates otherwise, an officer of the University may act through their nominee.

9 Support

- 9.1 The Bristol SU offers support to students who are encountering difficulties, and can raise issues which affect a number of students at one of the regular meetings of the University's Student Affairs Committee. The SU also provides a free and confidential student advice service available at [Bristol SU | Academic Advice](#)
- 9.2 Students can also access support from the Student Wellbeing Service see [Request wellbeing support | Current students | University of Bristol](#)

10 Office of the Independent Adjudicator for Higher Education (OIA)

If the student is still dissatisfied, they may take the case to the Office of the Independent Adjudicator for Higher Education, which provides an independent scheme for the review of student complaints. The OIA will consider cases only when the University's own internal complaints procedure has been exhausted. It will not intervene on matters which turn purely on academic judgment. Further information about this scheme is available at www.oiahe.org.uk

11 Office for Students (OfS)

The OfS notification process is in place for students, staff or members of the public to raise with the OfS as the regulator for higher education in England, concerns or

issues about a university or college that are relevant to the OfS's regulatory remit. Notifications may lead to investigation by the OfS in terms of providers meeting the requirements of their conditions of registration. The OfS does not have a direct role in dealing with individual complaints or with disputes between students and their university or college. Information on the notification process is available on the OfS website at: Notifications - Office for Students. Students seeking individual redress or compensation should contact the OIA.

Last amended August 2022

Please note: *The University is currently in consultation with Bristol SU and Trade Union colleagues about complaints that relate to issues of Free Speech and/or Academic Freedom. It is hoped that the process for such complaints will be published around the start of the new academic term in September 2022*

STUDENT COMPLAINT FORM

This form is to be completed and sent to the Student Complaints Manager at student-complaints@bristol.ac.uk. Advice on completion of the form can be obtained from the [Bristol SU | A Union for all students](#) Academic Advice Service in the Students Union at: bristolsu-advice@bristol.ac.uk.

Students who have a complaint relating to any form of sexual misconduct, or other potentially criminal behaviour, can contact the Student Resolution Service direct for help and advice or to submit a formal complaint at srs-casework@bristol.ac.uk.

COMPLETE IN BLOCK CAPITALS OR TYPE

1. PERSONAL DETAILS			
Full Name:		Student ID No:	
Programme and Year of Study (e.g. BSc (Hons) Psychology 1 st Year)			
Address for correspondence in connection with the Complaint <i>(In the case of a Group Complaint, please attach a list of complainants on a separate sheet of paper)</i>			
Postcode:		Telephone number:	
Email Address:			
PLEASE NOTE:	The University will communicate with you about your complaint by email (current students will normally be contacted through their University email address only) or by post to the address you have given above. It is important that you keep your contact details up to date and notify the Student Complaints Officer of any changes.		
2. COMPLAINT DETAILS (please refer to the Student Complaints Procedure for further information):			
2.1	<p>Outline of your complaint, including dates of actions.</p> <p>Please:</p> <ol style="list-style-type: none"> a) Use additional sheets, if necessary. b) Attach any correspondence that you have had concerning your complaint and all other relevant documentation. c) Attach any decision you have received at the Local Stage of the process. 		

2.2	<p>Does your complaint relate to a disability that you have previously disclosed to the University? If so, please specify: (a) The nature of the disability (b) The date of disclosure</p>
2.3	<p>Please explain the steps you have taken, who you have approached, together with dates, to bring your complaint informally.</p>
2.4	<p>Please explain why it has not been possible to resolve your complaint informally.</p>
2.5	<p>Please indicate what outcome or further action you are seeking.</p>

PLEASE NOTE THAT IF THE REASON FOR YOUR COMPLAINT IS NOT CLEAR THIS FORM WILL BE RETURNED TO YOU WITH A REQUEST FOR CLARIFICATION WHICH MUST BE ANSWERED WITHIN SEVEN DAYS.

3. DECLARATION

I declare that the information given in this form is to the best of my knowledge true, and that I would be willing to answer further questions relating to it if necessary.

Signed: _____ Date: _____

Request for Permission to Submit a Late Complaint

Date	Click or tap here to enter text.
Forename	Click or tap here to enter text.
Surname	Click or tap here to enter text.
Student Number (7-digit number on UCard)	Click or tap here to enter text.
Programme of Study	Click or tap here to enter text.
School	Click or tap here to enter text.
Faculty	Click or tap here to enter text.
Email Address (University)	Click or tap here to enter text.
Email Address (Alternative contact)	Click or tap here to enter text.

Brief summary of complaint Click or tap here to enter text.
Reason for inability to submit the complaint at the appropriate time. This will need to be supported by relevant evidence relating to the entire period since the complaint deadline. Click or tap here to enter text.
Evidence attached? YES <input type="checkbox"/> NO <input type="checkbox"/>
<i>Is there a wellbeing or visa concern that we need to be aware of?</i> Click or tap here to enter text.

Student Guidance – make a complaint

Guidance for registered students on how to make a complaint about any part of your university experience.

It is a normal part of life that you may have a complaint. We view complaints positively as they help us learn how to do things better. You will not be treated differently in any part of your university life if you make a complaint.

- [Timeframe to raise a complaint](#)
- [Informal complaints](#)
- [Formal complaints](#)
- [Late complaints](#)
- [Support with raising a complaint](#)
- [If you are dissatisfied with the outcome of a formal complaint](#)

Timeframe to raise a complaint

Raise complaints promptly within 30 days of them arising. If you miss this deadline, you must have a good reason for a [late complaint](#).

If your complaint relates to sexual misconduct or any other potential criminal behaviour, email srs-casework@bristol.ac.uk. The team can advise you on next steps.

Specialist support is available for those who have experienced [sexual misconduct](#).

Informal complaints

If you think your complaint can be resolved informally, contact the relevant person to discuss it:

- teaching or education: contact your Unit Director or Programme Lead
- accommodation: contact student-accommodation@bristol.ac.uk or follow the [accommodation complaints advice](#)
- any other matters: contact student-complaints@bristol.ac.uk who will be able to direct you to the appropriate person.

You should receive acknowledgement of receipt of your complaint within 7 days and a response within 21 days.

If you do not receive a response within 21 days or are unsatisfied with the proposed resolution or outcome, you have an additional 30 days to make a formal complaint.

Formal complaints

- You must submit your complaint on time. If you do not have all the documents that you wish to submit with your complaint, you can submit these later.
- Explain your complaint clearly and concisely.
- Clearly set out the outcome that you would like to achieve from your complaint.
- Be polite. We understand that making a complaint may be a challenging time for you, but we will not tolerate [unacceptable behaviour](#) towards our staff who

are trying to deal with your complaint. If we deem your behaviour to be unacceptable in this matter, we may terminate your complaint.

- If you would like us to talk to other people to seek further information, include their contact details and confirm that they have given their consent for us to contact them.
- If we are unclear about any part of your complaint, we will come back to you to ask you for confirmation that we have understood your complaint.

Formal complaints about sexual misconduct

Sexual misconduct covers a broad range of inappropriate and unwanted behaviours of a sexual nature.

If you would like to make a formal complaint, complete the sexual misconduct form.

Help and advice is available if you need support or would like to discuss your options.

Formal complaints about unacceptable behaviour

Unacceptable behaviour is any unwanted actions or practices that are inappropriate, unreasonable or offensive.

If you wish to make a formal complaint, complete the unacceptable behaviour form and email it to student-complaints@bristol.ac.uk.

Advice and support

- If your complaint is about another student, email srs-casework@bristol.ac.uk
- If your complaint is about a member of staff, email student-complaints@bristol.ac.uk

Any other formal complaints

Complete the complaint form and email it to student-complaints@bristol.ac.uk

Late complaints

If you submit a late complaint, you must have good reason why it is late. If you wish to raise a complaint outside the time period specified:

- complete a late complaint request form explaining why your complaint is late
- send it to university-secretary@bristol.ac.uk.

Support with raising a complaint

- We encourage all students to speak to the Bristol SU advice team who are experienced in advising and supporting students through the complaint procedure.
- You can also request help from the University's wellbeing service.
- If someone, such as a parent, relative or friend ("supporter"), writes to us to bring a complaint on your behalf, we cannot respond to that complaint unless we have your consent.

If you are dissatisfied with the outcome of your formal complaint

- You can request that your complaint is escalated to the University Stage by emailing student-complaints@bristol.ac.uk and explaining you are dissatisfied with the outcome to date.

- You must do this within 14 days of receiving the first response.
- A panel will review your complaint, usually within 30 days.
- The Panel will write to you with a decision usually within 3 weeks of the Panel meeting.
- The Panel can dismiss your complaint, refer it back to the original decision maker with recommendations for resolution, or ask a committee to consider your appeal.

If you are unhappy with the outcome of your complaint at the University Stage, you can request The Office of the Independent Adjudicator for Higher Education OIA (HE) to review your complaint. You have 12 months to ask the OIA to review your complaint.

Guidance for staff dealing with a student complaint

Guidance to help you consider complaints raised by students (informally or formally) in line with the Student Complaints Procedure.

- [Who considers informal complaints](#)
- [Deadlines for submitting complaints](#)
- [Resolving informal complaints](#)
- [Resolving formal complaints](#)
- [Investigating a student complaint](#)
- [Complaints from third parties](#)
- [Conflicts of interest](#)
- [Complainant behaviour](#)

Who considers informal complaints

Faculties, schools and divisions that provide services to students must inform students clearly about who to contact in the first instance if they have a complaint.

If a student wishes to raise an informal complaint about:

- teaching or education - they should contact their Unit Director or Programme Lead
- accommodation - they should email student-accommodation@bristol.ac.uk and follow the [accommodation informal process](#)
- any other matter - they should contact student-complaints@bristol.ac.uk, who will be able to direct them to the appropriate person to raise their complaint with.

If a student raises a complaint with you, you should explain that you are not able to take forward the complaint on their behalf and that you will refer it appropriately. You can encourage the student to seek advice from [Bristol SU Academic Service](#) to take forward their complaint.

Deadlines for submitting complaints

Students must raise a complaint within 30 days of the matter they want to complain about, unless there is good reason for not doing so.

If a student raises a concern informally within the 30 day time period, they can raise a formal complaint later if they do so within 30 days of:

- the matter they are complaining about happening

or

- failing to receive an acknowledgement of their informal complaint within 21 days of raising it

or

- receiving a response to their informal concern either that advises them to raise a formal complaint, or to raise a formal complaint if they are dissatisfied with the proposed resolution.

Where a current student is raising a concern about a sexual assault or other potentially criminal behaviour they should be referred immediately to the Student Resolution Service (SRS) (srs-casework@bristol.ac.uk) irrespective of the time limits involved.

Late complaints

If a concern is raised outside the 30-day period you should refer the student to the Late Complaint Form, asking them to complete it and send it to university-secretary@bristol.ac.uk setting out the reason for the delay.

Where complaints are raised marginally outside of the 30-day period, you can use your judgement to accept the complaint without referring the student to the Late Complaint form.

Things to consider when complaints narrowly miss the 30-day deadline:

- If the concern is about the acceptable behaviour of a current registered student you should contact the SRS (srs-casework@bristol.ac.uk) for advice.
- If the concern is about the acceptable behaviour of a member of staff you should contact the Student Complaints and Mediation Manager (SCMM) for advice.
- If a student has a Study Support Plan in place it may be that it is appropriate to adjust the time period for bringing a complaint in line with any reasonable adjustments set out in the plan.
- If you are aware of any other issues that might impact on a student's ability to bring a complaint within time (such as wellbeing or other health issues) you may decide it is appropriate to accept their complaint.

In all cases, remind students that support is offered through Student Wellbeing:

Request wellbeing support

If you have any concerns you can get advice from the Secretary's Office (secretarys-office@bristol.ac.uk) or from the SCMM (student-complaints@bristol.ac.uk).

Resolving informal complaints

Aim to acknowledge receipt of the informal complaint within 7 days explaining what steps you are taking to consider and/or resolve it.

Where possible, seek to resolve any informal complaint within 21 days of receipt. You may wish to meet with the student to discuss their complaint to clarify the nature of their concerns and how the student wants to resolve the complaint.

It is your responsibility to deal with complaints consistently.

Consider whether the complaint raised is the result of a misunderstanding. It may be that the student needs further information about the matter raised.

Consider any student or staff wellbeing issues – both for the person raising the complaint and any person who has been named. Student support is offered through

Student Wellbeing. Remind the student what is on offer and how to access support. Staff support is accessed through the Employee Assistance Programme;

If an informal complaint cannot be resolved within 21 days you should:

- give the student an anticipated time period in which you expect the concern to be resolved, and the name of the person dealing with their complaint, if it is not you

or

- explain to the student why their complaint has not been resolved, and ask them to fill in a Complaint Form or Acceptable Behaviour Complaint form and send it to student-complaints@bristol.ac.uk. You can suggest that they seek advice and support from Bristol SU Academic Advice. You should also do this if the anticipated time period that you have given to a student expires.

Types of complaints that might not be resolved informally

- If a complaint is about the behaviour of a current registered student, contact the Student Resolution Service (srs-casework@bristol.ac.uk) for advice.
- If a complaint is about the behaviour of a staff member, contact the SCMM (student-complaints@bristol.ac.uk).
- If a complaint is about the decision of an academic body or the student is seeking an academic outcome to a concern, it must be handled in accordance with the academic appeals procedure. Encourage the student to contact the Bristol SU Academic Advice for further information.
- If a concern relates to teaching or supervision and is not capable of prompt resolution, you are not expected to be able to resolve the concern without investigation. The student should be asked to fill in a Complaint Form and send it to student-complaints@bristol.ac.uk.
- If the nature of a complaint warrants an investigation or where multiple concerns relating to different areas of the University have been raised, ask the student to complete a complaint form as above.

Resolving formal complaints

Formal complaints are raised with the SCMM who will refer the complaint to the appropriate person to review at the Local Stage of the Student Complaints Procedure.

The University uses the overall time period set out in the Office of the Independent Adjudicator for Higher Education OIA(HE) Good Practice framework for the consideration of formal student complaints.

Normally, time period for considering a formal complaint is:

- 30 days from receipt of the complaint form for the Local Stage decision maker to issue their decision
- 90 days in total, from receipt of the Complaint Form to the conclusion of the University Stage of the Student Complaints Procedure.

Where a student is not responding to any requests, you can remind the student that your aim is to resolve the Local Stage complaint within 30 days and that you need their cooperation to do so.

Receiving a formal complaint for consideration

If the SCMM refers a complaint to you for review at the Local Stage of the Student Complaints process, they will send you the complaint form and any accompanying documents from the student and from staff members who considered the matter informally.

You will be asked to make a decision at the Local Stage i.e. consider whether you are able to resolve all or part of the complaint, and to do so within 30 days of receipt of the complaint form and accompanying documents.

The aim of the Local Stage is to seek to resolve the complaint. Proposing a resolution does not necessarily mean that you consider that the complaint should be upheld in whole or in part, only that you are offering a solution to the issues raised.

If the complaint was raised outside the 30-day time period, the SCMM will confirm that it has been accepted.

Your responsibilities

Consider if the complaint has been raised in time. Issues relating to time will normally have been resolved before you are asked to consider a complaint at the Local Stage, but if you have any queries relating to this, raise them with the SCMM.

Ensure that you have all the information you need. In some cases, you may be able to resolve the complaint on the documents provided, but in most you will need to investigate.

Consider whether the complaint is clear. It may be helpful either to write to the student seeking clarification on specific points or to meet with the student (and any representative) to ensure that you understand the complaint raised.

At any stage of the procedure it is the responsibility of the person dealing with the complaint to keep the student informed of the progress of the complaint.

You should first write to the student to confirm that you have received their complaint and that you will be considering at the Local Stage of the Student Complaints Procedure. You should confirm when they can expect to hear from you next.

When a complaint may take longer for good reason, such as absence of staff, delay in a response from a student to a query, complexity of the matter etc., it is important to:

- explain any delay to the student
- tell them about any investigation that you are carrying out
- confirm the overall time that you believe that you will need to consider their complaint
- apologise where appropriate

Investigating a student complaint

How you should investigate a complaint will depend upon the matters being investigated and the information available at the start of the information gathering exercise. Below are some suggestions of how you might investigate, but you must use your own judgement based on the nature of the complaint. If you would like further advice, contact the Secretary's Office (secretarys-office@bristol.ac.uk).

Before starting an investigation

Make sure that you understand all parts of the complaint, and if you do not, then contact the student with a summary of your understanding and ask them to confirm whether you have understood correctly. Once you have this confirmation you can proceed with the investigation.

During an investigation

Speak to anyone you think can provide relevant additional information, including the student, faculty, school or division. Take notes and confirm with each person in writing via email that you have understood their account correctly. This includes information given orally, which is considered as evidence.

It is important to keep these records because if a student is dissatisfied with an outcome at the Local Stage, you will be asked to supply a note of (or exchange of emails) confirming any oral evidence on which you relied together with any additional information supplied by the school, faculty or division to make your decision. The student is entitled to see this information at the University Stage of the Student Complaints Procedure.

Identify which University policies or procedures may be relevant to the complaint raised.

Consider what other documentation may assist with your investigation and where it could be obtained from.

Refer to any relevant guidance including the OIA(HE) guidance “Putting Things right”.

Making your decision

Once you have collated and considered all the relevant information, you can make your decision and send a Local Stage decision letter to the student.

Your letter should include:

- a summary of the complaint with reference to all the component parts
- the evidence you collected, highlighting any undisputed factual matters
- your findings, with a clear explanation of your reasoning
- any proposed resolution. If you cannot propose a resolution, you should state this clearly
- an explanation of the next steps for the student, whether or not you have proposed a resolution. This should include instructions on how the student can refer the complaint to the University Stage.

If your proposed resolution includes financial compensation seek advice from the Secretary’s Office on the information that you must give to the student (and will require from the student) to be able to make any payment.

You should also:

- notify the relevant people of your decision (the SCMM and the faculty, school or division involved) highlighting any actions they need to take.

- keep a copy of all the documents, information, emails and other evidence related to the complaint, so that these can be supplied to a Complaints Review Panel at the University Stage if required.

Complaints from third parties

We do not currently have a complaint process to address complaints from members of the public or others.

If you receive a complaint from a third party which does not appear to come from someone connected with a student, where the complaint is about a student or a matter which may be in the public domain, please contact the Secretary's Office for advice on any response. It may not be appropriate to respond, particularly where any response would involve the disclosure of personal data of either a student or a member of staff.

If you receive a complaint from a third party which looks as though it is a complaint about a service which the University has given directly to that third party, please refer it to the head of the division who provides that service.

Complaints raised on behalf of students

If you receive a complaint from someone on behalf of a student, for example, from a parent, relative, or close personal friend (Supporter) you should not respond to the Supporter in any way that reveals that a particular individual is a student at the University, until you have received the student's consent. This applies even if the Supporter has copied in the student to their complaint.

You can:

- respond to the Supporter explaining that you are unable to discuss any matter relating to an individual student unless that student gives their consent and explaining how the student may give their consent. Students might not know that a Supporter has raised a concern with the university.
- depending on the nature of the concern raised by a supporter, confirm that you have received it and that you will follow it up (but not that you will follow it up with the student).
- write to the student, but you must obtain their consent before responding to the Supporter. It is preferable to obtain written consent from the student (e.g. in an email). However, if the student gives oral consent, you should keep a note of the consent given and confirm this in an email back to the student.
- where appropriate, explain to a Supporter that they are not able to raise a complaint with the University but if the student wishes to raise a complaint they may do so. You can explain how they may do this by sending them a link to the [Student Complaints Procedure](#) and the [complaint form](#). It is possible to do this without confirming that the student is registered with us. You can simply refer to students in general rather than the particular student.

Students are entitled to be represented if they wish to raise a complaint and can nominate their Supporter as their representative.

If a student confirms that they want their Supporter to represent them in making a complaint, you should explain to the student and to the Supporter the role of a

representative, and emphasise that it will be important for the student to play a part in the procedure rather than leave it solely to their representative.

If you would like any advice on responding to a student's Supporter, contact the Secretary's Office.

Conflicts of interest

You should not consider an informal or formal complaint from a student if you:

- have any personal connection with the student or a member of their family.
- if the complaint raises issues involving other members of staff or students where you have a personal connection with either the student, member of staff or their families.
- if the complaint raises concerns about your performance or conduct or the performance or conduct of someone you have a close personal connection.

The SCMM aims to ensure that at the Local Stage an appropriate person considers any student complaint but may not be aware of any personal connections that you have. Please notify the SCMM immediately if you consider for any reason that there may be a conflict which would mean that you should not consider the student's complaint.

Complainant behaviour

We will not tolerate unacceptable behaviour from those raising a complaint or from a Supporter who is raising a complaint on a student's behalf. In accordance with the Student Complaints Procedure, if the University finds that a complainant's behaviour is unacceptable, it will:

- tell the complainant in writing of this finding, and explain the reasons
- outline the actions to be taken, which may include not taking the complaint further.

If the complainant wants to seek a review of the decision, they should state this in writing to the University Secretary (email university-secretary@bristol.ac.uk) within 10 days of the date of the decision. The University Secretary will confirm their decision in writing, normally within 10 days.

If you experience unacceptable behaviour from a complainant or their supporter

Inform your Head of Faculty Administration or if you are a member of a division, inform your line manager.

Students can understandably be emotional when raising complaints, but we do not expect you to tolerate unacceptable behaviour.

A Head of Faculty Administration or a Division may seek advice relating to a complainant or their Supporters behaviour from:

- the Secretary's Office (secretarys-office@bristol.ac.uk)
- the University Secretary (university-secretary@bristol.ac.uk).

5. Complaints raised by staff and students relating to Free Speech and Academic Freedom

(A) **Background**

This Procedure has been created to provide an appropriate process and forum for addressing grievances and complaints raised by staff and students of the University involving issues relating to Free Speech and Academic Freedom. This Procedure sits alongside the University’s existing mechanisms for considering staff and student grievances and complaints.

This Procedure sets out the process to investigate grievances and complaints and to issue a **Local Stage decision** under the **Student Complaints Procedure** or an **Outcome** under the **Staff Grievance Procedure**. Any review of or appeal against that decision will be taken under the relevant procedure.

(B) **Definitions**

Academic Freedom The freedom within the law that academic staff at higher education providers have to question and test received wisdom; and to put forward new ideas and controversial or unpopular opinions without placing themselves in jeopardy of losing their jobs or privileges they may have at the provider.

Academic Freedom is one of the public interest governance principles which apply to all registered higher education providers in England.

Freedom of Speech The right to lawfully express views without fear of censorship.

Freedom of Speech is one of the public interest governance principles which apply to all registered higher education providers in England.

Institutional Autonomy The freedom within the law that higher education providers have to conduct their day to day management in an effective and competent way; to determine the content of particular courses and the manner in which they are taught, supervised and assessed; to determine the criteria for the selection, appointment and dismissal of academic staff and apply those criteria in particular cases; to determine the criteria for the admission of students and apply those criteria in particular cases; and academic freedom.

Staff An individual employed by the University.

Student An individual registered as a student at the University.

(C) Context

(i) Procedures and wider duties

This Procedure should be read in conjunction with its **Guidelines** together with the University's:

General

- External Speakers Procedure
- Freedom of Speech Code of Practice
- Acceptable Behaviour Policy Statement

Staff

- Acceptable Behaviour at Work Policy
- Ordinance 10.4 Staff Conduct Procedure
- Staff Grievance Procedure

Students

- Student Complaints Procedure
- Student Disciplinary Regulations

This Procedure has regard to the University's legal duties under:

- Counterterrorism and Security Act 2015
- Education Act (No.2) 1986
- Education Reform Act 1988
- Equality Act 2010
- Higher Education Act 2004
- Higher Education and Research Act 2017
- Human Rights Act 1998 (and Article 10 of the European Convention on Human Rights)

This Procedure also has regard to the:

- ACAS Code of Practice on disciplinary and grievance procedures
- Good Practice Framework, Office of the Independent Adjudicator for Higher Education (OIA(HE))

(ii) Timeframes

Grievances or complaints must be brought promptly. The University will not accept grievances or complaints that are submitted more than 30 days after the matters complained about unless, there are good reasons for the delay.

The University will consider complaints raised under this procedure without unreasonable delay and will have regard to the normal timeframes for conclusion of formal student complaints within 90 calendar days as set out in the OIA(HE) Good Practice Framework. For most student complaints cases we would expect the 90 day time period to be sufficient to conclude a complaint. However cases involving free speech/academic freedom are complex and there may therefore be good reasons why it may take longer to consider such complaints.

The University will keep both student(s) and staff who make a complaint under this Procedure informed of progress of their complaint.

(iii) **Support and Advice**

Staff: please read the “Grievance Procedure & Request for Resolution Guidance” which has been developed to support you through the Staff Grievance Procedure. All staff may access support through the Employee Assistance Programme. If you are a member of a Trade Union, you can seek advice or support from your trade union an early stage and it can be helpful to involve them in informal resolution where appropriate.

Students: University services such as the Student Wellbeing Service can provide advice and support to students experiencing difficulties. Students can also access independent advice and guidance from the Bristol SU Academic Advice Team.

1. Introduction

- 1.1 Working and studying at the University offers a unique opportunity to engage in open and free debate from all sides including on issues of political, scientific, moral, ethical and religious significance. Whilst there is freedom to challenge or debate the law, moral or other issues, such debate must take place within the framework of our **Freedom of Speech Code of Practice** and within the framework of the law of England and Wales.
- 1.2 Academic Freedom is an essential component of Institutional Autonomy and is, alongside Freedom of Speech, necessary to enable higher education providers to contribute independent, informed and creative ideas to society. The University has a legal duty to respect the lawful exercise of Academic Freedom.
- 1.3 The University recognises that where a member of staff or student disagrees with a point of view they may engage in peaceful protest, notwithstanding that such protest may be offensive to those who are putting forward ideas for debate. The University encourages a tolerant environment for the exchange of ideas and the cultivation of knowledge so that all participants may express their views lawfully and, where necessary, demonstrate rational disagreement.
- 1.4 The University has a legal duty to uphold lawful free speech and to intervene to discourage and challenge unlawful speech including that which discriminates on race, disability, sex, age, gender identity, transgender status, religion or sexual orientation or is otherwise in breach of our Acceptable Behaviour at Work Policy and/or Acceptable Behaviour Policy Statement.
- 1.5 **Appendix 1** comprises a flow chart explaining each step of this Procedure.

2. Aims and Scope

- 2.1 This Procedure aims to:
 - (a) ensure that free and frank intellectual exchanges may take place at the University, in a tolerant and respectful manner even where some may find the ideas offensive.
 - (b) provide a clear and transparent framework to deal with grievances or complaints raised by staff or students under the **Student Complaints Procedure** or the **Staff Grievance Procedure** in relation to matters of unacceptable behaviour that arise in the context of Freedom of Speech and/or Academic Freedom; and

- (c) achieve an appropriate and timely resolution to individual grievances and complaints.

2.2 This Procedure cannot be used:

- (a) if you are a member of staff and your complaint relates to matters that are already being considered pursuant to another University policy or procedure;
- (b) to bring a grievance or complaint based only on disagreement with the views of a member of the University or their academic research;
- (c) after employment has ended or you have ceased to be eligible to raise a complaint under the Student Complaints Procedure.

3. Safeguards and Confidentiality

(a) Confidentiality

- 3.1 An appropriate level of confidentiality is fundamental to the operation of an effective complaints process and must balance transparency and the requirements of natural justice against a legitimate expectation of personal privacy. In order to ensure the integrity of the process, all parties involved in the operation of this Procedure including those who are the subject of the complaint, those bringing the complaint, any witnesses and those operating the Procedure must ensure that they maintain an appropriate level of confidentiality.
- 3.2 In imposing an expectation of confidentiality, the University recognises that it may be necessary and therefore appropriate for those involved in this Procedure to share certain confidential information with third parties, as set out below.
- 3.3 The University may disclose information:
 - (a) to those who need to know in order to discharge their responsibilities at work;
 - (b) where it considers that disclosure is necessary in the interests of health and safety at work or the welfare of other staff, students or the public;
 - (c) where disclosure is required by law;
 - (d) to witnesses and/or attendees at the meetings within the Procedure to carry out this Procedure and any other procedure (including under the Student Disciplinary Regulations or Staff Conduct procedure) relating to the complaint;
 - (e) to its professional advisers for the purposes of obtaining advice;
 - (f) to relevant sector bodies such as the OIA(HE) or the University's regulator, the Office for Students.
- 3.4 Students and Staff who make a complaint or who are complained about under this procedure may disclose information:
 - (a) to professional advisers, including Trade Union Representative and Bristol SU Academic Advice Service for the purpose of obtaining advice;

- (b) to family members (on the basis that those family members maintain confidentiality) and the University's support services for the purpose of obtaining guidance and support;
- (c) to relevant sector bodies such as the OIA(HE) or the University's regulator, the Office for Students.

(b) Safeguards

- 3.5 The University aims to promote a culture in which individuals feel confident to raise their concerns. Consequently, anyone raising a grievance or complaint is expected to identify themselves. No action against a particular member of Staff or Student will be taken about any matter that has been reported anonymously unless it is possible to verify the matter reported.
- 3.6 The investigation process under this Procedure may require that the source(s) of the information and the complainant(s) provide a statement as part of the evidence or to assist in further investigations. It is normally expected that such information is given without being anonymised. Accordingly, unless there are exceptional circumstances a person raising a grievance or complaint should expect to be identified in the investigation process and any associated process.
- 3.7 Even if the identity of the complainant(s) and/ or other sources of information has not been revealed in the investigation it may not be possible for a disciplinary hearing to take place or a sanction to be imposed without such identification taking place.

4. Early Resolution

- 4.1 This Procedure encourages informal resolution of all grievances and complaints and recognises the potential for resolving informally any issue relating to Free Speech or Academic Freedom. Staff and students are encouraged to seek Early or Informal Resolution of their concerns as set out in the **Staff Grievance Procedure** and the **Student Complaint Procedure**.

5. Formal Procedure

(a) Raising your complaint

- 5.1 Where a grievance or complaint raised is not capable of informal resolution, or informal resolution has not been successful staff or students should raise their grievance or complaint formally under either the Staff Grievance Procedure or the Student Complaints Procedure using the appropriate form (collectively referred to in this Procedure as the **Complaint Form**), see below:

Complainant	Process and Form for raising Complaint
Staff Complaint about a member of staff	Grievance Procedure submit <u>Request for Resolution Form</u> to your Line Manager
Staff Complaint about a student	Complaints Procedure submit <u>Staff Complaint Form: Allegation of unacceptable behaviour by a student</u> to student-complaints@bristol.ac.uk
Student Complaint about a student	Complaints Procedure submit <u>Acceptable Behaviour Form</u> to student-complaints@bristol.ac.uk

Student Complaint about staff	Student Complaints Procedure submit <u>Acceptable Behaviour Form</u> to student-complaints@bristol.ac.uk
Joint Staff and Student Complaint about staff	Staff Grievance Procedure submit <u>Request for Resolution Form</u> to member of staff's Line Manager
Joint Staff and Student Complaint about student	Student Complaints Procedure submit <u>Staff Complaint form: Allegation of unacceptable behaviour by a student</u> to student-complaints@bristol.ac.uk

5.2 **Students:** On receipt of your Complaint Form, if the Student Complaints and Mediation Manager (SCMM) considers that your complaint should be considered under this Procedure they will contact you within 7 days to acknowledge receipt and to confirm that your complaint has been referred to an Assessor.

5.3 **Staff:** On receipt of your Complaint Form, if the Appropriate Manager considers that your grievance should be considered under this Procedure they will contact you within the time periods set out in the Staff Grievance Procedure to acknowledge receipt and to confirm that your complaint has been referred to an Assessor.

(a) The Role of the Assessor

5.4 The role of the Assessor is to:

- (a) consider whether informal resolution is appropriate and, if so, to put forward such resolution;
- (b) if no informal resolution is possible, to carry out the procedural steps identified as theirs within the Procedure set out below This may include, where they consider it appropriate, referral to the Academic Freedom Committee and a Panel concurrently;
- (c) decide, following a report from a Panel (see Section 7 below), whether formal action will be taken under either the Staff Conduct Procedure or the Student Disciplinary Procedure and provide information to the complainant(s) as set out in Appendix 2;
- (d) consider whether the concern raised amounts to a matter that the University is required to report to any regulator and/or funder and, if appropriate, report the matter to the regulator and/or funder at the appropriate stage(s) of the process in accordance with the relevant reporting requirements;
- (e) to keep the complainant(s) and the individual(s) against whom the complaint is made informed of the progress of the complaint under this Procedure.

(b) Procedure

5.5 On receipt of the Complaint Form the Assessor will:

- (a) arrange to meet with the complainant(s) to explore the complaint further, to seek to understand the nature of the complaint and any supporting evidence and to explain the next steps in the Procedure;

- (b) arrange to meet with the individual(s) against whom the grievance or complaint is raised to seek to understand any response to it and any supporting evidence, and to explain the next steps in the Procedure;
- (c) if the Assessor considers that there is at this stage an opportunity to resolve the matter, they are able to raise this and make a proposal for resolution, this might include, for example a referral to mediation;
- (d) if the Assessor proposes a resolution at this stage of the Procedure this will be either:
 - (i) a **Local Stage decision**; or
 - (ii) an **Outcome**.

Thereafter, any further steps in relation to the grievance or complaint are as set out in the Staff Grievance Procedure or the Student Complaint Procedure and the Complainant(s) may, if they are dissatisfied with the outcome, refer the matter for review/appeal under the applicable procedure.

- (e) If no resolution is possible at this stage the Assessor will refer the matter to the **Academic Freedom Committee** to consider whether any issues raised are properly regarded as within the legitimate bounds of Academic Freedom.
- (f) On receipt of the determination by the **Academic Freedom Committee**, the Assessor may either:
 - (i) inform the complainant(s) of the determination and issue an Outcome or a Local Stage decision and that any further steps in relation to the complaint are as set out in the relevant procedure; or
 - (ii) refer the matter to a Panel for investigation and inform the parties to the grievance or complaint that this has been done.

6. The Panel Investigation

(a) The Role of the Panel

6.1 The Role of the Panel is:

- (a) to investigate any matter referred to them by an Assessor; and
- (b) decide whether:
 - (i) there is a case to answer;
 - (ii) there is no case to answer; or
 - (iii) the matter should be considered under an alternative procedure.

(b) The Composition and Remit of the Panel

- 6.2 The Panel will normally consist of three members: someone unconnected with the concern raised who is a member of the school or faculty of the person(s) complained about, a member of the University from outside the faculty and a Senior member of academic or professional service staff (as appropriate) who shall chair the Panel.
- 6.3 Members of the Panel will have had no previous direct involvement with the matter complained about. Where the complaint relates to a research interest of the individual(s) complained about, where possible, at least one member should have some knowledge of the relevant field of research.
- 6.4 The individual(s) against whom the allegation is made shall be informed of the decision to appoint a Panel and shall be given the opportunity to comment on the proposed membership of the Panel.
- 6.5 The Panel shall require the production of such records and other information as are necessary to enable the investigation to proceed.
- 6.6 The Panel may interview the complainant(s), the individual(s) against whom the complaint has been raised together with anyone else who may have relevant information.
- 6.7 On completion of its investigation, the Panel will produce a report setting out its findings and shall give the report to the Assessor.

7. Action by the Assessor following the Panel's report

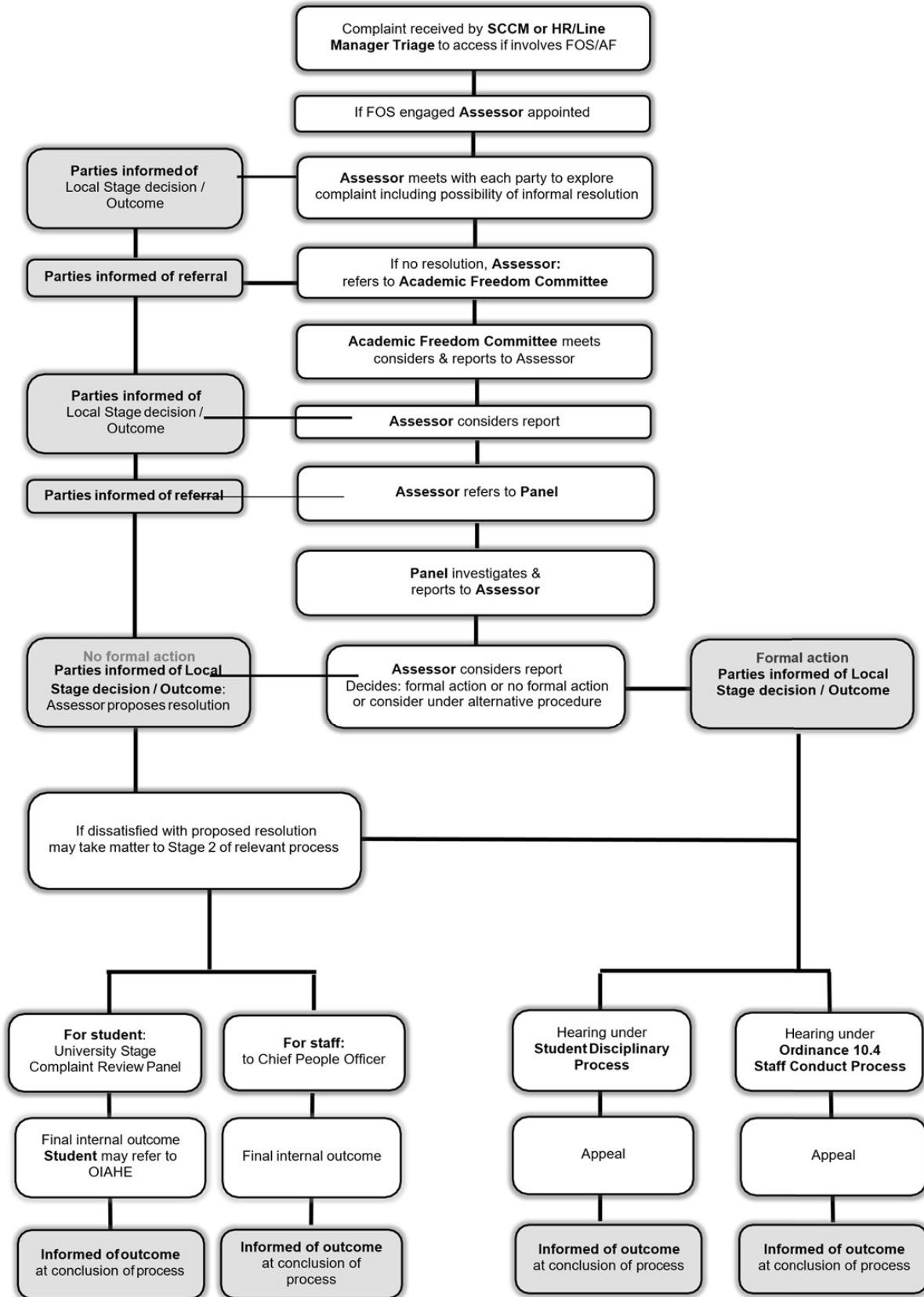
- 7.1 On receipt of the report from the Panel, the Assessor will issue either an Outcome or a Local Stage decision setting out what, if any, action should be taken in respect of the individual(s) about whom the complaint was made. This may include:
- (a) in a case involving a grievance or complaint against a member of **Staff** deciding that:
 - (i) No action should be taken.
 - (ii) The concerns may be addressed through early action under Ordinance 10.4.
 - (iii) The matter should be dealt with under a different procedure.
 - (iv) The matter should proceed to formal action under Ordinance 10.4.
 - (b) in a case involving a complaint against a **Student** deciding that:
 - (i) no action should be taken;
 - (ii) the matter should be referred to the **Vice-Chancellor's delegate** for them to consider whether, under the Student Disciplinary Regulations, the matter should be dealt with summarily or referred to a **disciplinary committee** under those Regulations.

8. Information given by the Assessor to the complainant(s) following their decision under paragraph 7

- 8.1 **Appendix 2** sets out:

- 8.1.1 the information that may be given to the complainant(s) and to the individual(s) complained about at this stage of the Procedure;
- 8.1.2 the status of that information; and
- 8.1.3 next steps for the complainant(s).
- 8.2 If a complainant is dissatisfied they may take their complaint further by making an appeal under the Staff Grievance Procedure or seeking a review of the decision under the Student Complaint Procedure, as appropriate.
- 9. Information given by the Assessor to complainant(s) after conclusion of Staff or Student disciplinary procedures (including any appeal)**
- 9.1 **Appendix 3** sets out:
 - 9.1.1 the action and possible outcomes under the Staff and Student disciplinary procedures; and
 - 9.1.2 the information that may be given to the complainant(s) at this stage of the Procedure.
- 9.2 The information that complainant(s) will receive depends on the nature of the disciplinary action taken.
- 9.3 In all cases, the complainant(s) can expect to receive:
 - 9.3.1 confirmation of whether the matters complained of amounted to misconduct;
 - 9.3.2 a summary of any good practice improvements identified by the University.
- 9.4 Where informal measures are identified or Formal Action is taken, the complainant(s) can also expect to receive:
 - 9.4.1 a summary of any identified actions to support and/or protect those affected by the issues raised and / or prevent recurrence; and
 - 9.4.2 where relevant confirmation that Formal Action has been taken.
- 9.5 It should be noted that Formal Action taken under either the Staff or Student Disciplinary procedures is subject to a right of appeal.

Appendix 1: Freedom of Speech Complaint Flow Chart



APPENDIX 2

Information Given to Complainant after Assessor's Decision under Section 8 of the Procedure

(1) Staff Complaint about a member of Staff (including a joint complaint by staff and students)

Decision made	Information to be given by the Assessor	Next steps and information given under other procedures
<p>No action should be taken.</p>	<p>Finding that there was no case to answer, the matters complained of did not amount to misconduct - Complaint dismissed. No action taken.</p> <p>Assessor will write to both parties informing them of this, highlighting the support available to them and any identified good practice improvements</p>	<p>This is an Outcome under section 5 of the Staff Grievance Procedure.</p> <p>The Complainant(s) may appeal the outcome under Section 6 of the Staff Grievance Procedure.</p>
<p>The concerns may be addressed through Early Action under Ordinance 10.4.</p>	<p>Finding that there was no case to answer, the matters complained of did not amount to misconduct - Complaint dismissed. No formal action taken.</p> <p>Assessor will write to both parties informing them of this, highlighting the support available to them and any identified good practice improvements.</p>	<p>This is an Outcome under section 5 of the Staff Grievance Procedure.</p> <p>The Complainant(s) may appeal the Outcome under Section 6 of the Staff Grievance Procedure.</p>
<p>The matter should be dealt with under a different procedure.</p>	<p>Finding that the matter was not a conduct issue and should be considered under a different procedure. Confirmation of which procedure has been triggered, if appropriate.</p> <p>Assessor will write to both parties informing them of this, highlighting the support available to them and any identified good practice improvements.</p>	<p>This is an Outcome under section 5 of the Staff Grievance Procedure.</p> <p>The Complainant(s) may appeal the Outcome under Section 6 of the Staff Grievance Procedure.</p>

<p>The matter should proceed to formal action under Ordinance 10.4.</p>	<p>Finding that there was a case to answer, the matters complained of may amount to misconduct.</p> <p>Assessor will write to both parties informing them of this.</p> <p>In the case of the Complainant(s), explaining any role they may have in the process under Ordinance 10.4 including whether they may be required to give evidence, highlighting the support available to them any identified good practice improvements.</p>	<p>This is an Outcome under section 5 of the Staff Grievance Procedure.</p> <p>The Complainant(s) may appeal the Outcome under Section 6 of the Staff Grievance Procedure.</p>
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(2) Student Complaint about a member of Staff

Decision made	Information to be given by the Assessor	Next steps and information given under other procedures
<p>No action should be taken.</p>	<p>Finding that there was no case to answer, the matters complained of did not amount to misconduct - Complaint dismissed. No action taken.</p> <p>Assessor will write to both parties informing them of this, highlighting the support available to them and any identified good practice improvements.</p>	<p>This is a Local Stage decision under the Student Complaint Procedure.</p> <p>The Complainant(s) may refer the matter to the University Stage of the Student Complaints Procedure.</p> <p>Thereafter the matter will be considered under the Student Complaints Procedure.</p>
<p>The concerns may be addressed through Early Action under Ordinance 10.4.</p>	<p>Finding that there was no case to answer, the matters complained of did not amount to misconduct - Complaint dismissed. No formal action taken.</p> <p>Assessor will write to both parties informing them of this, highlighting the support available to them and any identified good practice improvements.</p>	<p>This is a Local Stage decision under the Student Complaint Procedure.</p> <p>The Complainant(s) may refer the matter to the University Stage of the Student Complaints Procedure.</p> <p>Thereafter the matter will be considered under the Student Complaints Procedure.</p>
<p>The matter should be dealt with under a different procedure.</p>	<p>Finding that the matter was not a conduct matter and should be considered under a different procedure. Confirmation of which procedure has been triggered, if appropriate.</p> <p>Assessor will write to both parties informing them of this, highlighting the support available to them and any identified good practice improvements.</p>	<p>The Complainant(s) may refer the matter to the University Stage of the Student Complaints Procedure.</p> <p>Thereafter the matter will be considered under the Student Complaints Procedure.</p>
<p>The matter should proceed to formal action under Ordinance 10.4.</p>	<p>Finding that there was a case to answer, the matters complained of may amount to misconduct.</p> <p>Assessor will write to both parties informing them of this.</p> <p>In the case of the Complainant(s), explaining any role they may have in the process under Ordinance 10.4 including whether they may be</p>	<p>This is a Local Stage decision under the Student Complaint Procedure.</p> <p>The Complainant(s) may refer the matter to the University Stage of the Student Complaints Procedure.</p> <p>Thereafter the student complaint will be considered under the</p>

	required to give evidence, highlighting the support available to them any identified good practice improvements.	Student Complaints Procedure and separately any issues of staff conduct will be considered under Ordinance 10.4.
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(3) Staff or Student Complaint about a Student (including a joint complaint by staff and students)

Decision made	Information to be given by the Assessor	Next steps and information given under other procedures
<p>No action should be taken.</p>	<p>Finding that there was no case to answer, the matters complained of did not amount to misconduct - Complaint dismissed. No action taken.</p> <p>Assessor will write to both parties informing them of this, highlighting the support available to them and any identified good practice improvements.</p>	<p>This is a Local Stage decision under the Student Complaint Procedure.</p> <p>The Complainant(s) may refer the matter to the University Stage of the Student Complaints Procedure.</p> <p>Thereafter the matter will be considered under the Student Complaints Procedure.</p>
<p>Referral made to be considered under the Student Disciplinary Regulations.</p>	<p>Finding that there was a case to answer, the matters complained of may amount to misconduct.</p> <p>Assessor will write to both parties informing them of this.</p> <p>In the case of the Complainant(s), explaining any role they may have in the process under Ordinance 10.4 including whether they may be required to give evidence, highlighting the support available to them any identified good practice improvements.</p>	<p>This is a Local Stage decision under the Student Complaint Procedure.</p> <p>The Complainant(s) may refer the matter to the University Stage of the Student Complaints Procedure.</p> <p>Thereafter the matter will be considered under the Student Complaints Procedure.</p> <p>Following the referral, the matter will be dealt with under the Student Disciplinary Regulations.</p>

APPENDIX 3

Information Given to Complainant after referral for Formal Action under Staff and Student Disciplinary procedures Section.9

(1) Staff Disciplinary

Action	Possible outcomes	<i>Suggested Information to be given to complainant</i>
No Action	None	<p>Finding that the matters complained of did not amount to misconduct - Complaint dismissed. No action taken.</p> <p>Any identified good practice improvements.</p>
Recommendation for Early Action	Informal measures identified	<p>Finding that the matters complained of did not amount to misconduct.</p> <p>Any identified good practice improvements.</p> <p>Any identified actions to support / protect those affected and/or prevent recurrence.</p> <p>No formal action taken/informal measures put in place.</p>
Formal Action	First Written Warning Final Written Warning Dismissal	<p>Matter dealt with in accordance with Staff Conduct Procedure.</p> <p>Confirmation of whether the action complained of amounted to misconduct.</p> <p>Any identified good practice improvements.</p> <p>Any identified actions to support / protect those affected and/or prevent recurrence.</p> <p>Formal action taken.</p> <p>Subject to Appeal.</p>

(2) Student Disciplinary

Action	Potential Outcome	<i>Suggested Information to be given to complainant</i>
No Action	<ul style="list-style-type: none"> • No Sanction 	<p>Complaint dismissed. No action taken.</p> <p>Any identified good practice improvements.</p>
Formal Action	<ul style="list-style-type: none"> • Absolute discharge • Written reprimand • Caution • Letter of apology • Attend a course • Perform unpaid services • Fixed term Exclusion • Suspension • Expulsion 	<p>Matter dealt with in accordance with the Student Disciplinary Regulations</p> <p>Confirmation of whether the action complained of amounted to misconduct.</p> <p>Any identified good practice improvements.</p> <p>Any identified actions to support / protect those affected and/or prevent recurrence.</p> <p>Appropriate sanction imposed.</p> <p>Action subject to appeal.</p>

6. Student Disciplinary Regulations

The purpose of these Regulations is to provide a constructive framework for dealing with allegations of misconduct made against students and to ensure that disciplinary action, where necessary, is applied fairly and consistently.

1. Authority for the Regulations

- 1.1. These Regulations are made under Statute 21.11 of the University of Bristol, by which Senate has the power to provide for the discipline of the students of the University.
- 1.2. Unless the context indicates otherwise, references within these Regulations to the Vice-Chancellor refers either to the Vice-Chancellor or to those nominated by them to act on their behalf.
- 1.3. The Executive Director for Education and Student Experience and Academic Registrar and the Director of Student Life and Wellbeing are authorised to draw up and publish local rules and regulations for student behaviour in University residences and in the community.

2. Application and Scope

- 2.1. This procedure applies to all registered students.
- 2.2. Disciplinary action under this procedure can only be taken once against a student for the same allegations of misconduct. Students on professional programmes may also be subject to Fitness to Practise procedures.
- 2.3. If it appears that the Responding Student is experiencing health issues, any disciplinary proceedings can be adjourned whilst a referral is made to the Support to Study Policy, under which medical evidence can be obtained see support-to-study.pdf (bristol.ac.uk).
- 2.4. The Vice-Chancellor or the Disciplinary Committee (under section 7.40 onwards) may, if appropriate, adjourn, suspend or terminate any disciplinary proceedings if there is medical evidence that the Responding Student is experiencing health issues and is not well enough to continue.
- 2.5. Any reference to a 'day' within these Regulations refers to a calendar day that the University is generally open and so includes weekends but does not include UK public holidays or university closure days, unless otherwise stated.

See: <http://www.bristol.ac.uk/university/dates/>

3. Safeguards and Confidentiality

(a) Confidentiality

- 3.1. An appropriate level of confidentiality is fundamental to the operation of an effective disciplinary process and must balance transparency and the requirements of natural justice against a legitimate expectation of personal privacy. In order to ensure the integrity of the process all parties involved in the operation of these Regulations including the Responding and Reporting students, any witnesses and those operating the Regulations must ensure that they maintain an appropriate level of confidentiality.

3.2 In imposing an expectation of confidentiality, the University recognises that it may be necessary and therefore appropriate for those involved in these Regulations to share certain confidential information with third parties, as set out below.

3.3 The University may disclose information:

- (a) to those who need to know in order to discharge their responsibilities at work;
- (b) where it considers that disclosure is necessary in the interests of health and safety at work or the welfare of other staff, students or the public interest;
- (c) where disclosure is required by law;
- (d) to witnesses and/or attendees at the meetings within these Regulations.

3.4 Students and staff members may disclose information:

- (a) with professional advisers for the purpose of obtaining advice;
- (b) with family members and support services for the purpose of obtaining guidance and support;
- (c) with relevant sector bodies such as the OIA or the University's regulator, the OfS.

(b) Safeguards

3.5 The University aims to promote a culture in which students feel confident to raise their concerns. Consequently, anyone raising a concern or complaint is expected to identify themselves. No action against a particular member of Staff or Student will be taken about any matter that has been reported anonymously unless it is possible to verify the matter reported.

3.6 The investigation process under these Regulations will require that the Reporting Student provides a statement and/or attends an investigatory interview. The Reporting Student may also be required to attend any disciplinary committee hearing as a witness. It is normally expected that such information is given without being anonymised. Unless there are exceptional circumstances, a Reporting Student should expect to be identified in the investigation process.

3.7 It is usually not possible for any disciplinary action to take place or a sanction to be imposed without such identification taking place.

4 Misconduct

4.1 Any student studying or registered at the University of Bristol shall be subject to disciplinary measures if they are found to be guilty of misconduct as defined in Annex 1.

4.2 Misconduct relating to cheating, plagiarism and any other academic misconduct will be dealt with under the Assessment Regulations University Examination Regulations

5 Misconduct in student residences and in the community

5.1 The following persons or their nominees are authorised to investigate allegations of misconduct and to impose penalties for breaches of the Tenancy Agreement and the local rules and regulations for student behaviour in University residences and in the community:

- a) The Community Liaison Officer in respect of misconduct in accommodation in the community;
 - b) The Senior Manager for Wellbeing and Case Work and Residential Village Managers in respect of misconduct relating to University residences;
 - c) The Senior Manager for Wellbeing and Case Work in respect of misconduct in the community outside of accommodation, such as misconduct due to intoxication, violent and disorderly behaviour.
- 5.2 The persons listed above will report annually at the end of each academic year to the Student Resolution Service with details of all misconduct dealt with and penalties imposed under this section.
- 5.3 The Secretary's Office may provide advice to assist these persons to deal with disciplinary matters within their jurisdiction.
- 5.4 If a student is found guilty of a breach of the Tenancy Agreement or the local rules and regulations for student behaviour in University residences and in the community, the persons described in section 5.1 of these Regulations may impose one or more of the penalties set out in Annex 2.
- 5.5 Any allegation of serious misconduct or misconduct constituting a criminal offence or where a student has been arrested by the Police or where the allegation could result in reputational damage to the University will be referred to the Student Resolution Service for investigation and referral to the Vice-Chancellor.

Right of appeal under this section

- 5.6 A student on whom a penalty is imposed under section 5 of these Regulations may appeal against the finding of guilt or the imposition of the penalty.
- 5.7 Appeals must be submitted in writing to appeals-behaviour-fines@bristol.ac.uk within 21 days of notification of the penalty.
- 5.8 The person considering the appeal may:
- a) reject the appeal and confirm the original penalty;
 - b) uphold the appeal; or
 - c) refer the case to the Secretary's Office, for referral to a Committee of the Board of Trustees established under the procedures set out in Section 9 of these Regulations.

6 Involvement of the Police and Criminal Courts

- 6.1 This section applies where the alleged misconduct, if proved, would also constitute an offence under the criminal law.
- 6.2 If allegations of misconduct have been reported to the Police, any University investigation will be adjourned pending the outcome of the Police investigation.
- 6.3 The University does not have the legal investigatory powers of the police and cannot make a determination of criminal guilt. The University can only investigate whether there has been a breach of these Regulations, within the definition of misconduct as set out in Annex 1. Any University investigation is not a substitute for a police investigation or criminal proceedings.
- 6.4 If appropriate, risk assessment procedures may take place under section 7.10 onwards below and appropriate action, such as issuing a Non-Contact Order, will be taken to protect the University community.

- 6.5 Students who are subject to a police investigation or prosecution are required to inform the University of any investigation; if they are charged with a criminal offence; when police or court involvement has come to an end; and the outcome of the investigation or prosecution. Failure to do so may be treated as misconduct and may be dealt with under these Regulations.
- 6.6 The University may report any criminal offence to the police. However, if a person reports allegations of misconduct that may constitute a criminal offence by a student, but does not wish the police to be involved, the Vice-Chancellor may at their discretion agree not to report the matter to the police. In such circumstances the University will not normally proceed with internal disciplinary measures for the offence, although it may take disciplinary action over other related offences.
- 6.7 The fact that the police decide not to proceed with a case or that criminal proceedings have returned a 'not guilty' verdict does not preclude the University from taking its own disciplinary action.
- 6.8 If a student has been convicted of a criminal offence or accepts a police caution in relation to behaviour that falls within the scope of the definition of misconduct in [Annex 1](#), the University will accept this as conclusive evidence that the behaviour took place. Further investigation may not be necessary and the complaint will be deemed proven.
- 6.9 Where a finding of misconduct has been made under these Regulations, and a student has also been sentenced by a criminal court on the same facts, the penalty imposed by the criminal court will be taken into account in deciding the penalty under these Regulations.

Suspension pending investigation, hearing or trial

- 6.10 If allegations are made against a student or they are the subject of a police investigation, they may be suspended from the University pending the conclusion of the disciplinary proceedings or any criminal process. The Risk Assessment Panel (RAP) will consider whether suspension is necessary to protect the University community and make a recommendation to the Vice-Chancellor (see s7.10 onwards for Risk Assessment procedures).
- 6.11 A student who is suspended from the University pending investigation, hearing or trial may have restricted rights to enter University premises and to take part in University activities. The terms of the suspension will be notified in writing to the student. The order of suspension shall identify the extent (if any) to which the student's status as a member of the University is affected. Students who are suspended under these Regulations will still be able to contact Just Ask in the Students' Union for independent advice and receive support from Student Wellbeing.
- 6.12 An order of suspension may include a requirement that the student shall have no contact with a specified person or persons. This order is known as a Non-Contact Order. The Order may allow a student to continue with their studies, but prohibit them from contacting the specified person or persons.
- 6.13 Orders of suspension, including Non-Contact Orders, are not a sanction or penalty. They are to be used only where the RAP considers it necessary to protect a member or members of the University community; the property of the University; or the property of a member or members of the University community.

- 6.14 A decision to suspend a student pending investigation, hearing or trial or to issue a Non- Contact Order may be subject to review at the request of the student after four weeks. Such a review will not involve a hearing, but the student, either personally or through their adviser, friend or representative, will be entitled to make written representations.

The review will be conducted by the RAP and the outcome of the review will be communicated to the student. In addition to the initial review, the RAP shall review the suspension on receipt of evidence of altered circumstances which might affect the suspension or order.

7 Disciplinary Procedure

- 7.1 Any action taken under these procedures will be concluded as quickly as possible and normally within 90 days from the start of the investigation. This time frame would normally exclude any time taken by a criminal investigation or prosecution.
- 7.2 Allegations of misconduct may be reported by any member of staff or student or by members of the public.
- 7.3 Reports of misconduct made by members of staff that do not involve anyone other than the student(s) alleged to have committed the misconduct, should be made to the Student Resolution Service by emailing srs-casework@bristol.ac.uk
- 7.4 Such reports may be referred to the Investigating Officer for investigation under section 7.27 onwards below.
- 7.5 A **disclosure** of allegations of misconduct can be made by any student to any member of University staff. A disclosure can be made in person, online via the University's Report and Support online tool or via other means such as telephone or email.
- 7.6 Students can make an anonymous disclosure of misconduct via the University's Report and Support online reporting tool. However, no action against a particular member of staff or student will be taken about any matter that has been reported anonymously unless it is possible to verify the matter reported.
- 7.7 A disclosure will not create a formal complaint and is not an instruction for the University to take action.
- 7.8 A **formal complaint** must be submitted before any action will be taken under these Regulations. If there is a concern about immediate risk to the University Community or if the University has a safeguarding obligation to consider the risk, the University's risk assessment procedures may be utilised before a formal complaint is submitted by the reporting student (see section 7.10 for more details of the University's Risk Assessment procedures).

Disclosures relating to sexual misconduct

- 7.9 Students can contact the Head of the Student Resolution Service (srs-casework@bristol.ac.uk) for advice regarding making a disclosure relating to sexual misconduct and how to access support. Information is also available at [Sexual misconduct | Current students | University of Bristol](#)

Risk Assessment Procedures

- 7.10 If after receiving a disclosure, the person receiving the disclosure believes that there is a risk of harm to the Reporting Student or anyone in the University

community, they will refer the disclosure for an initial risk assessment to one of the Director of Student Health and Inclusion or Director of Student Life and Wellbeing (or their nominee) with advice from the Secretary's Office. They will be known as the Initial Risk Assessment Group (IRAG).

- 7.11 Consideration will be given as to whether a Non-Contact Order is appropriate to protect the parties involved and whether a referral should be made to the Risk Assessment Panel (RAP) for consideration of precautionary action such as suspension or restriction of access to University premises or reporting to the police or safeguarding agencies.
- 7.12 The membership of the RAP may include the Executive Director of Education and Student Experience, one of the Director of Student Health and Inclusion or Director of Student Life and Wellbeing and the Chief People Officer if the disclosure involves a member of University staff, or their nominees, with advice from the Secretary's Office. The Director of External Relations may also be in attendance.
- 7.13 If the RAP decides to take precautionary action against the student alleged to have committed the misconduct, a Student Liaison Officer will be assigned to that student and will deliver any correspondence and guide the student through the procedures. The Reporting and Responding students will be assigned different Student Liaison officers.
- 7.14 If no action is taken at this stage, the student alleged to have committed the misconduct will not be informed of the disclosure or assigned a Student Liaison Officer until the Reporting Student has decided whether to formally submit a complaint to the University.
- 7.15 Any precautionary action imposed will be taken to protect both parties and the University Community. The action does not indicate any judgement by the IRAG or RAP regarding the guilt of the Responding Student.

Submitting a formal complaint to the University

- 7.16 If after discussion with the SLO, the Reporting Student decides that they would like the University to take action in relation to the allegations of misconduct that they have disclosed, they will be asked to submit a formal complaint to the University. The student making the complaint will be known as the Reporting Student and the party who is alleged to have committed the misconduct is the Responding Student.
- 7.17 The complaint must be submitted in writing. There are forms attached to the Student Complaints Procedure or Acceptable Behaviour Policy which can be used for this purpose. The SLO can advise the Reporting Student on how to complete the form. The form does not need in-depth detail about the allegations; there needs to be enough information for the University to take the complaint forward and understand what is alleged to have happened.
- 7.18 The complaint will be submitted to the Student Complaints and Mediation Manager (SCMM). The SCMM can consider whether informal resolution is possible at this stage.

Informal Resolution

- 7.19 Informal resolution can only go ahead with the agreement of all parties. Informal resolution may include, but is not restricted to:

- Written apologies
- Attendance at awareness sessions
- Non-contact agreements
- Mediation.

7.20 If the SCMM does not feel that informal resolution is appropriate or if the parties do not agree to undertake informal resolution, they can either close the matter as there is no further appropriate action to be taken or refer the complaint to the Student Resolution Service for investigation.

Student Liaison Officer (SLO)

7.21 If the allegations disclosed by the Reporting Student are deemed to be serious, the member of staff receiving the disclosure can ask for a SLO to be assigned to the Reporting Student. The SLO will be the main point of contact throughout any subsequent steps and will be able to help the Reporting Student make informed decisions about what happens next.

7.22 After making a disclosure to any member of University staff, the details of the Reporting Student will be passed to the SLO. The Reporting Student will be contacted by the SLO to arrange an initial meeting. The purpose of this meeting is to help the Reporting Student understand the procedure and the possible next steps.

7.23 A SLO will also be assigned to the student who is alleged to have committed the misconduct, if the Reporting Student submits a formal complaint and asks the University to take action under these Regulations or if precautionary measures are deemed appropriate under the risk assessment procedures.

The Investigation

7.24 When a complaint is referred to the Student Resolution Service for action, an Investigating Officer (IO) will be appointed to investigate the complaint. A SLO will be assigned to the Responding Student. The IO will keep the SLO's updated as to progress.

7.25 The IO has the power to carry out the investigation as they deem appropriate, including interviewing the Reporting and Responding Students and any other witnesses and collecting any available evidence. Communications regarding the investigation with both parties will be conducted through their respective SLOs. Consideration will be given to the appropriate timing and method of communication, in particular in relation to examination dates.

7.26 On receipt of the Complaint Form from the Reporting Student or other evidence of misconduct, the IO shall inform the Responding Student of the allegations.

7.27 The IO shall give the Responding Student the opportunity to respond to the allegations. This response may be in writing or the IO shall meet with the Responding Student and take a written statement.

7.28 When the IO is satisfied that sufficient evidence has been obtained to determine the facts of the allegations, the IO shall prepare a report containing all of the available evidence and summarising the facts and the potential misconduct under Annex 1.

7.29 The IO will deliver this report to the Vice-Chancellor for consideration. The Responding Student will receive a copy of the report before it is sent to the Vice-Chancellor and have the opportunity to highlight any information they consider to be inaccurate.

Summary stage – consideration by the Vice-Chancellor

7.30 The Vice-Chancellor will review the Investigation Report prepared by the IO and can either:

- Request that further investigation be carried out: or
- Find that there is no case to answer; or
- Find that there is a case to answer and the matter can be dealt with summarily by the Vice- Chancellor; or
- Find that there is a case to answer and refer the matter to a Disciplinary Committee for further consideration.

The Vice-Chancellor will be advised by a representative from the Secretary's Office.

No Case to Answer

7.31 If the Vice-Chancellor finds that there is no case to answer, both parties will receive a letter informing them of this and highlighting the support available to them. The letter to the Reporting Student will constitute an outcome under the Local Stage of the Student Complaints Procedure. They can take further action under that procedure if they are dissatisfied with the way that the complaint was dealt with.

Case to Answer – Summary Jurisdiction

7.32 The Vice-Chancellor may decide that there is a case to answer and they can resolve the matter without referral to a Disciplinary Committee. This will normally be when the Responding Student has admitted guilt or when the matter is straight forward.

7.33 After considering the Investigation Report, the Vice-Chancellor can make a summary decision as to guilt and sanction. The Vice-Chancellor can find the Responding Student guilty of misconduct if, on the balance of probabilities, they are satisfied of the student's guilt. If a finding of guilt is made, they may impose any of the penalties set out in Annex 3 of these Regulations, other than expulsion from the University.

7.34 The Vice-Chancellor may issue an informal warning letter to the Responding Student if the allegations relate to minor misconduct, the Responding Student has admitted the allegations and has not previously been subject to disciplinary action. An informal warning letter will not be disclosed outside of the disciplinary process and therefore will not be recorded on the Responding Student's University record or referred to in references.

7.35 The Responding Student will receive an outcome letter detailing the decision and penalty imposed. The Reporting Student will be informed of the outcome of any disciplinary action taken, including whether there was found to be a case to answer and whether the matter was dealt with summarily or referred to a Disciplinary Committee. The Reporting Student will also be informed if the Responding Student was found to be guilty or not guilty. The Reporting Student will not normally be informed of any penalty imposed on the Responding Student if found to be guilty, unless the penalty has a direct impact on the Reporting Student, such as a Non-Contact Order or letter of apology. The disclosure of penalty information will be considered on a case by case basis. This letter will constitute an outcome under the Local Stage of the Student Complaints Procedure and they can take further action under that procedure if they are dissatisfied with the way that the complaint was dealt with.

7.36 The Responding Student will have the right to appeal the outcome. See section 9 below.

Case to Answer – Disciplinary Committee

7.37 If the Vice-Chancellor decides to refer the matter to a Disciplinary Committee, the Secretary's Office will be asked to convene a committee and arrange a hearing as soon as possible.

7.38 The Committee will be made up of senior University staff and will consist of three people who have had no prior involvement with the case and are not in the same faculty as either student. The Responding Student may request that a representative from the Students' Union sit on the Committee. The Committee should not normally include members of the Board of Trustees, as an appeal from a decision of the Disciplinary Committee is heard by a Committee of the Board of Trustees under Section 8 of these Regulations.

7.39 One of the members will be appointed as Chair of the Committee. This cannot be the Students' Union representative. A representative from the Secretary's Office will act as Clerk to the Committee. The Head of the Student Resolution Service or a representative from the Secretary's Office will present the case on behalf of the University.

7.40 The Responding Student will be invited to attend the hearing. The hearing may take place via digital conferencing and not in person. The Reporting Student may be invited to attend the hearing as a witness and asked to give evidence; they are not a party to the proceedings. The Reporting Student will not attend all of the hearing and may give evidence via video link if appropriate.

7.41 The Reporting and Responding Students can bring a friend or representative with them to the hearing. Both students are normally expected to speak on their own behalf, unless they have a good reason for not doing so. The Just Ask team in the Students' Union offers advice and representation to students involved in University procedures such as this. [Advice & Support | Bristol SU](#)

7.42 The Committee will rely only on evidence presented at the hearing, either orally or in the hearing bundle. The Responding Student will receive a copy of the hearing bundle in advance, but the Reporting Student will not.

7.43 The Committee will find a student guilty of misconduct if, on the evidence before it, it is satisfied on the balance of probabilities of the student's guilt. This means that the Committee must be satisfied that, on the evidence available, the student's guilt is more likely than not. Once a finding of guilt has been established, the Committee can impose any of the penalties listed at Annex 3, including expulsion.

7.44 If the members of the Committee cannot agree, the decision of the Committee will be that of the majority of its members. If there is a split decision, the Chair will have the casting vote.

7.45 Subject to the provisions of these Regulations, the order of proceedings shall be at the discretion of the Committee. Members of the Committee may ask questions of any witness. The Committee may ask for additional enquiries to be undertaken and may call for additional witnesses to attend.

7.46 All proceedings under this section and documents created for the purpose of the proceedings are confidential.

7.47 If two or more students are involved in related misconduct, the Committee may

at its discretion deal with their cases together.

- 7.48 The Committee may impose time limits on oral addresses and submissions. The Committee shall have power to adjourn a hearing to another date, as it thinks fit.
- 7.49 The Vice-Chancellor has the power to suspend the activity of the Disciplinary Committee at any time, and to stop the proceedings against the Responding Student, if they believe it to be appropriate to do so.
- 7.50 The Committee will notify the Responding Student of the outcome by a letter, sent via their SLO, usually within 21 days of the hearing. The Responding Student has a right of appeal, as set out in section 8.
- 7.51 The Reporting Student will receive a letter stating that the matter was dealt with by the Committee and whether there was a finding of guilt but will not normally be given the details of any penalty that was imposed unless the penalty directly impacts them. This letter will constitute an outcome under the Local Stage of the Student Complaints Procedure and they can take further action under that procedure if they are dissatisfied with the way that the complaint was dealt with.

8 Penalties

- 8.1 If the Responding student is found guilty of an allegation of misconduct, one or more penalties may be imposed by the Vice-Chancellor in the case of matters dealt with summarily, or by the Disciplinary Committee in other cases. The penalties are set out in Annex 3. A student may not be expelled following an allegation heard under the summary procedure. The Responding Student or their representative shall be entitled to make representations in mitigation before the penalty is decided.
- 8.2 When determining penalties, consideration will be given to the seriousness of the misconduct, the circumstances of the misconduct, and the means and general personal circumstances of the Responding Student.
- 8.3 If found guilty of misconduct, details of the misconduct and the penalty imposed will be sent to the student's school and faculty. A record will also be made on the student's central university file. The record will be kept on the student's files for at least one year after graduation and may be referred to for the purpose of references.
- 8.4 The Student Resolution Service will keep a record of student misconduct and penalties imposed and will report to Senate annually.

8.5

9. Appeals

- 9.1 A student may appeal against a finding of guilt or against a penalty imposed following a finding of guilt imposed under section 7 of these Regulations. The appeal must be made to the University Secretary within 21 days of the conclusion of the proceedings by email (university-secretary@bristol.ac.uk). The student must set out in writing the grounds on which the appeal is based. The student is encouraged to seek assistance from Just Ask in the Students' Union when preparing the letter of appeal.
- 9.2 The appeal will be heard by a Committee constituted under the provisions set out in the Student Complaints Procedure.
- 9.3 There will be no entitlement to a rehearing of the case, which will be allowed

only in exceptional circumstances. Those hearing the appeal may overturn the finding of guilt where they consider it just to do so. In particular, a finding may be overturned in the light of new evidence; or where it is considered that the original hearing was not conducted fairly; or where the finding of guilt was unreasonable in the light of the findings of fact. The student may present the appeal in person or in writing, and may be represented by an adviser, friend or other representative.

- 9.4 Those hearing an appeal against penalty may impose a lesser or greater penalty, having considered whether the original penalty imposed was fair and reasonable in the light of all the circumstances of the case, and the student's means and general personal circumstances.

Approved by Senate August 2022

Annex 1 Types of Misconduct

- a. Any conduct which constitutes a criminal offence;
- b. Any conduct which constitutes sexual misconduct;
- c. Disruption of, or improper interference with, the academic, administrative, sporting, social or other activities of the University;
- d. Obstruction of, or improper interference with, the functions, duties or activities of any student or member of staff of the University, or any visitor to the University;
- e. Violent, indecent, disorderly, threatening, intimidating or offensive behaviour or language, whether expressed verbally or in writing, including online behaviour in electronic form;
- f. Bullying, harassment or unacceptable behaviour of any student or member of staff of the University, or any visitor to the University, on the grounds of sex, race, religion or belief, disability, sexual orientation, gender reassignment, age or other grounds , including online bullying and harassment;
- g. Fraud, deceit, deception or dishonesty in relation to the University or its staff, students or visitors;
- h. Cheating or plagiarism in academic course work or in examinations;
- i. Theft, misappropriation or misuse of University property, or the property of the University's staff, students or visitors, including computer misuse;
- j. Misuse or unauthorised use of University premises;
- k. Damage to University property, or the property of the University's staff, students or visitors, caused intentionally or recklessly;
- l. Action likely to cause injury or impair safety on University premises, at University organised events or on any other site associated with the University;
- m. Failure to respect the rights of others to freedom of belief and freedom of speech;
- n. Breach of the provisions of any University code, rule or regulation, including any student code of conduct;
- o. Failure to disclose personal details to a member of staff of the University in circumstances in

which it is reasonable to require that such information be given;

- p. Failure to comply with a reasonable instruction relating to discipline, issued by the Vice- Chancellor or the Registrar, or by a member of staff acting with the authority of the Vice- Chancellor or the Registrar.

A.1.2 Definition of Sexual Misconduct

Sexual Misconduct covers a broad range of inappropriate and unwanted behaviours of a sexual nature. It covers all forms of sexual violence, including sex without consent, sexual abuse (including online and image-based abuse), non-consensual sexual touching, sexual harassment (unwanted behaviour of a sexual nature which violates your dignity; makes you feel intimidated, degraded or humiliated or creates a hostile or offensive environment), stalking, abusive or degrading remarks of a sexual nature.

Annex 2

A21 Penalties for breaches of the Tenancy Agreement or Local Rules and Regulations

- a. A written reprimand;
- b. A requirement to write a letter of apology to a specified person or persons;
- c. A requirement to attend a specified course or programme and to pay the reasonable cost as determined at the relevant time by the University;
- d. A caution, which means that no penalty is imposed, but if the student is found guilty of misconduct on a subsequent occasion in the following twelve months (or some other specified period), they will then be dealt with for both offences;
- e. A fine not exceeding £250;
- f. The requirement to pay a reasonable sum by way of compensation for identified and quantified loss;
- g. The requirement to give and comply with a written undertaking as to future behaviour;
- h. Exclusion, either permanently or for a specified period, from the use of a specified University service or facility (including specified residential facilities) to which the misconduct relates;
- i. The requirement to perform unpaid services for the University or local community for a maximum of 20 hours;
- j. In the case of serious misconduct, referral to a Disciplinary Committee appointed under section 7 of these Regulations, which in addition to the penalties above may exclude, suspend or expel a student;
- k. In the case of a breach or misconduct which is also a criminal offence, referral to the police.

A22 Where the breach or misconduct is also a breach of the terms of residence of University accommodation, the student may be referred to the Executive Director for Education and Student Experience and Academic Registrar and the Director of Student Life and Wellbeing, who may take steps to evict the student.

Annex 3

Penalties for breaches of the Student Disciplinary Regulations

A3.1 Types of penalty

A student found guilty of misconduct may be:

- a. Given a formal written warning;
- b. Absolutely discharged, which means that although the student may be technically guilty of the misconduct alleged, no blame should be attached to their actions;
- c. Cautioned, which means that no immediate punishment is imposed, but if the student is found guilty of misconduct on a subsequent occasion in the following twelve months, or some other specified period, they will then be dealt with for both offences;
- d. Conditionally discharged, which means that no immediate punishment is imposed, subject to the student fulfilling certain stipulated conditions including future good behaviour over the following twelve months or some other specified period. If the conditions are not met, a punishment may be imposed following a further hearing;
- e. Fined up to a maximum of £800. This maximum figure will be subject to periodic review by Senate;
- f. Required to write a letter of apology to a specified person or persons;
- g. Required to attend a specified course or programme and to pay the reasonable cost as determined at the relevant time by the University.
- h. Required to pay a reasonable sum by way of compensation for identified and quantified loss;
- i. Required to perform unpaid services for the University community to a maximum of 40 hours;
- j. Required to have no contact, or restricted contact, with a specified person or persons;
- k. Required to move to another room or another residence within University residences;
- l. Suspended from enjoying specified privileges for a fixed period of time;
- m. Excluded from the University for a fixed period of time, up to a maximum of twelve months. A student who is excluded from the University has restricted rights to enter University premises, and to participate in University activities. The terms of the exclusion will be notified to the student in writing. An order of exclusion does not affect the student's status as a member of the University;
- n. Suspended from the University for a fixed period of time, up to a maximum of twelve months. A student who is suspended ceases to be a member of the University for the duration of the suspension and is prohibited from entering University premises, and from participating in University activities. Suspension may be subject to qualification, such as permission to take an examination. The terms of the suspension will be notified to the student in writing.;
- o. Expelled from the University, which means that the student ceases to be a member of the University, and loses all rights and privileges of membership;

- p. Any other reasonable penalty deemed to be appropriate by the Vice-Chancellor or Disciplinary Committee.

A3.2 Suspended Penalty

Any of the above penalties may be suspended for a fixed period of time. If the student is found guilty of subsequent misconduct within that period the suspended penalty will immediately take effect.

Approved by Senate August 2022

7. Student Fees Regulations

1. Payment of fees: due date
2. Payment by instalments: Tuition fees
3. Payment by instalments: Accommodation fees
4. Payment by a third party
5. Late payment of tuition or accommodation fees
6. Difficulty with payment
7. Payment of interest or administrative charges
8. Reinstatement on payment of full tuition fees
9. Early withdrawal or suspension of studies
10. Other important information
11. Appeal process

For the purposes of these Regulations, "tuition fees" includes tuition fees, bench fees and writing up fees.

1 Payment of fees: due date

Tuition fees become due on 24th October of each year or 30 days from the date on an invoice.

Accommodation fees become due when you arrive to take up your place in University accommodation.

2 Payment by instalments: Tuition Fees

If you are paying your tuition fees direct to the University, you may pay the full amount in a single payment or you may make two instalment payments. The amounts and due dates of instalment payments are published in advance on the [University's website](#).

The preferred method of payment is a payment plan created through the Financial Statement in your MyBristol portal. You can pay by credit or debit card or by direct debit (where we are authorised to take payments from a bank account). Cheques, cash and bankers drafts are not accepted. We can also accept bank transfer.

Modular fees raised when students attend modular-based postgraduate programmes are due 30 days from the date on the invoice.

3 Payment by instalments: Accommodation Fees

You may choose to pay accommodation fees in full or on a termly basis. Payment may be made online (the preferred method), by direct debit or credit/debit card. You can also pay by bank transfer. The amounts and due dates of instalment payments can be found on your Acceptance of Student Accommodation Form.

4 Payment by a third party

If your fees are to be paid by the Student Loans Company you are not required to provide any information to the University. If your fees are to be paid by a sponsor

such as an Embassy, please ensure that all information is available to enable the appropriate invoices to be raised and for your sponsor to make payment on your behalf. It is your personal responsibility to ensure that your fees are paid. If your sponsor fails to pay, the debt may be transferred to you and could prevent graduation or the award of your degree certificate.

Please note that parents and guardians are also treated as third parties, in relation to fees.

5 Late payment of tuition or accommodation fees

If you become aware that your payment will be late, you must contact Credit Control to explain the position. If you are in genuine difficulty with payment, they will work to agree a plan of payment with you, within University regulation, that you can afford.

If you fail to submit a payment plan or if your payment plan method fails, you will be contacted within two weeks of the expected payment date and asked to make immediate payment by another method. If this payment method also fails, you will normally be charged an administration fee.

If you fail to provide the University with a satisfactory response in the circumstances described above you will be sent a formal letter requesting that you contact the University Credit Control Team ('the Credit Control Team Leader'). Your Faculty Office and academic school(s) will also be notified.

If you fail to respond, or if after contacting the Credit Control Team Leader you are unable to provide an acceptable payment plan, the University reserves the right to terminate your studies in the case of unpaid tuition fees or to require you to leave your accommodation in the case of unpaid accommodation fees. The University will then put any debt outstanding in the hands of a debt collector. Any additional costs incurred will be added to your account.

Students (including those whose fees are paid by third parties) who continue to be in debt to the University for tuition fees at the end of the academic year will not be permitted to register for the following year of their programme until either the debt has been cleared or specific arrangements have been agreed with the Credit Control Team Leader for the settlement of the debt. Students with outstanding tuition or bench fees will not be eligible for graduation or award of degree certificate.

Members of the Student Funding Office can provide advice on additional funding that may be available to assist you.

6 Difficulty with payment

If you are experiencing difficulties in paying tuition or accommodation fees you should seek help at the earliest possible opportunity. Initially you should approach staff in the Student Funding Office. They will be able to provide general advice as well as information about any additional funding that may be available. You may also wish to speak to a personal tutor, hall warden or the Students' Union for support and advice. It is important to keep Credit Control Team informed of developments (see above). The University will be sympathetic and assist where it can. However, in order to maintain the quality of teaching for everyone else, the University must act to recover debts.

7 Payment of interest or administrative charges

You will become liable to pay interest at 2.5% above UK clearing bank base rate per annum on the amount outstanding where payments are outstanding against

your payment plan. Interest will run from the due date to the date when the fees are paid.

The Finance Office will review the student related debt ledger throughout the year and apply interest on a consistent basis annually.

An administration charge will normally be raised where your chosen method of payment is declined more than once. This will apply to each payment date.

8 Reinstatement on payment of full tuition fees

If you have been required to leave the University for non-payment of tuition fees, registration on your programme of study may be reinstated on payment in full of outstanding tuition fees before the end of the academic year in question. However, if you are consequently behind with your studies, you may have to repeat parts of the programme, thereby incurring further fees.

9 Early withdrawal or suspension of study

If you leave your programme of study early or suspend your studies for a significant period, claims for refunds of tuition fees may be made subject to the University's Tuition Fee Refund Policy.

Please see this policy for more details on the basis for any refund, including the time-limit for such a claim to be revised. This policy will be published on the University's website, at <http://www.bristol.ac.uk/media-library/sites/finance/documents/tuition-fee-refund.pdf>

As of September 2020, the following rules will apply:

Refunds for undergraduate (UG) students

UG programme fees to be charged as follows:

- No fees charged if withdrawal date is within the first two (teaching) weeks of the start of the course.
- 25% of fees charged if withdrawal date is after the first two weeks and before the start of the second term.
- 50% of fees charged if withdrawal date is after the start of the second term and before the start of the third term.
- 100% of fees charged if withdrawal date is after the start of the third term.

Refunds for postgraduate (PG) students

- PG programme (not including modular or PGCE) fees are charged on a monthly basis, with a whole month's fees charged where withdrawal date is part-way through the month.
- PG programme (modular route only) fees to be charged at 100% once the module has commenced.
- PGCE programme fees to be charged on a weekly basis and to be charged for a whole week's fees where withdrawal date is part-way through the week.
- Pre-sessional language programme fees to be charged on a weekly basis and to be charged for a whole week's fees where withdrawal date is part-way through the week.

This includes all categories of students and sponsors including all undergraduates

in receipt of a tuition fee loan. There is further information on tuition fees at www.bristol.ac.uk/fees-funding/tuition-fees.

If you leave your University accommodation early, the sum for which you are liable is set out in the Student Residence Conditions.

10 Other important information

- a. Students with debts relating to tuition or accommodation fees, to library, car parking or disciplinary fines, or any other outstanding debts to the University, will be required to attend an interview with the Credit Control Team Leader to discuss these debts and make specific arrangements for their settlement.
- b. Students with tuition fee debts outstanding at the close of business seven days after the last day of the University summer term will not be permitted to graduate in the summer ceremony.
- c. Students with tuition fee debts outstanding at the close of business seven days after the last day of the University autumn term will not be permitted to graduate in the winter ceremony.
- d. A degree certificate will not be provided to any student who has tuition fees outstanding.

11 Appeal process

If you are unhappy about any matter relating to fee levels or payments you should in the first instance contact the Income Office, at the below contact details.

If the matter remains unresolved, you may bring a complaint under the University's [Student Complaints Procedure](#).

(see <http://www.bris.ac.uk/secretary/studentrulesregs/complaints.html>).

Contacts

Student Funding Office	student-funding@bristol.ac.uk
Income Office	student-fees@bristol.ac.uk
Credit Control	finance-creditcontrol@bristol.ac.uk
Student Complaints and Mediation Manager	student-complaints@bristol.ac.uk

Principles approved by Council 10 May 2000. Last updated August 2020.

8. Staying Safe Online Guidelines

Digital Self-Care

In the 2022-2023 academic year, we will all be spending extensive periods of time online, so it is important to safeguard your digital wellbeing and mental health. For example:

- Set your boundaries online – it is easy to spend all day looking at a screen with no breaks. Working online and then also spending free time on social media can take its toll on your mental health. Setting boundaries online might help you manage your digital wellbeing. Scheduling regular breaks off-screen and taking time to do something different that is not online and move your body will help.
- Use wellbeing controls – many devices and platforms offer options to help you manage how much time you spend online. It may feel difficult to separate study time from down time. Turning off notifications or activating 'do not disturb' can give you time and space away from your screen.
- Check your privacy settings – to keep yourself safe and secure, it is good practice to review your privacy settings every few months.
- You will receive more information on these areas in the Digital Induction, scheduled for the week before teaching starts and available for reference all year.
- The University is committed to ensuring that all students have equitable access to digital teaching, learning and assessment. The Digital Equity Policy covers the mechanisms to address this.

If you would like to talk to someone about your wellbeing, you can request wellbeing support by using the [Wellbeing Access form](#).

There are also online support resources, such as Big White Wall and TalkCampus, which can be accessed through the [wellbeing page](#).

Privacy

When engaging in online learning, we should be mindful of the environment that we are in and the security of ourselves and the people around us. There are steps we can all take to stay safe online. For example:

- Build your digital resilience. Safeguard your systems and devices against online threats. Install anti-virus protection and keep it updated.
- Think about where you are accessing the online learning. Choose a quiet location. If you are in a public place, is it appropriate to access the online learning with members of the public around you? Are you disturbing the people around you? Consider wearing headphones if possible.
- Consider the privacy and security of the people around you. Think about what will be seen by anyone else accessing the learning or by anyone else in the same space as you. Is there anything behind you that might breach yours or another person's privacy?
- Safeguard yourself and others. Be mindful of the websites you access and the individuals and groups you engage with; some may not be what they seem and you may leave yourself vulnerable to exploitation or unhealthy influence.

- You may be communicating with students in other jurisdictions. Be mindful of possible restrictions in that jurisdiction. Whilst in the UK we benefit from freedom of speech, that is not the case in all countries.
- You may be communicating with students who are under 18. Consider the appropriateness of your communications.
- Don't share links to online learning on public platforms where they could be easily intercepted.
- Read the Do's and Don'ts for Digital Security from the University's IT Services and list of security awareness webpages.

Behaviour

The University is an international community with many diverse views and perspectives. It is important that we are all good digital citizens and treat all others with dignity and respect, both online and off.

Students are representing the University whilst participating online and are expected to behave in a professional manner.

Students are expected to comply with the University's Information Security Policy and Social Media Policy.

Unacceptable use includes online harassment, which is any use of University facilities to bully, harass, intimidate, ridicule or otherwise cause alarm or distress to others.

All students have the right to work, study and live without fear of intimidation, harassment and threatening or violent behaviour. This right extends to online activities as well.

As part of your studies, your participation in teaching activities may be recorded and these recordings used for educational purposes.

It is unacceptable behaviour to take screen shots or recordings of online teaching for any purposes other than learning. The uploading of such screen shots or recordings on social media may be misconduct under the Student Disciplinary Regulations and disciplinary action may be taken.

Students are expected to comply with the Recording Educational Activities Policy.

The University has a responsibility to ensure freedom of intellectual enquiry and expression within the law, while simultaneously encouraging tolerance of diverse views and beliefs. For more information about freedom of speech within Universities click here.

Students are expected to comply with the C19 Behavioural Policy. Students who experience online harassment can report this by:

- speaking to their personal or senior tutor or the Student Wellbeing Service,
- using the Report and Support system
- submitting an Acceptable Behaviour complaint

If you witness unacceptable behaviour online, you can support the University community by being an active bystander and report the issue using the links above.

Students who are found to be guilty of online harassment may be subject to

disciplinary action under the Student Disciplinary Regulations.

Students who do not comply with the policies listed above may also be subject to disciplinary action.

Academic Matters

9. Assessment Regulations

For Taught Programmes

These assessment regulations should be read alongside the Regulations and Code of Practice for Taught Programmes (Section 11 specifically includes additional operational information in relation to the conduct of assessments). See also guidance for staff to support the implementation of these regulations (*University of Bristol staff access only*).

1. Nominees

1.1 Unless the context indicates otherwise, under these regulations a university officer or the chair of a Board of Examiners may act through their properly appointed nominee.

2. Conduct of assessments

These regulations apply to all students undertaking any format of assessment of the University of Bristol, irrespective of the location of the student and whether the unit and/or its assessment(s) is/are campus-based or remote.

2.1 Engagement

2.1.1 Failure to engage with an assessment without reasonable cause may result in no marks being awarded for that assessment. It is the responsibility of the student to be aware of the details of their assessment timetable and to ensure they can engage at the appropriate time and by the appropriate deadline. Students who are unable to engage with an assessment should alert their school in a timely manner. Schools should advise students who are unable to engage with an assessment whether existing policies, such as extension requests, self-certification or extenuating circumstances, are suitable for them.

2.2 Campus-based (in person) examinations

2.2.1 Entering the examination room: Students may not normally enter the examination room to sit an examination after it has been in progress for more than thirty minutes. Students who arrive late but within thirty minutes of the start of the examination will be allowed the remaining time, but no additional time, to carry out the assessment. Students who arrive more than thirty minutes late will not be permitted to sit the examination at that time. Exceptionally, candidates who arrive late may be permitted to sit the examination where the reason for the late arrival is directly due to a university or city-wide major disruption that has affected several candidates, as determined by the Executive Director for Education and Student Experience and Academic Registrar. In such cases, candidates may be given the full allotted time to sit the paper where practicable, otherwise they should complete what they can in the time available. An exam incident report will be submitted to the Board of Examiners to ensure the circumstance is considered. Students who are unable to start a campus-based, in person examination due to illness should use the self-certification process.

2.2.2 Leaving the examination room: No student may leave the examination room within thirty minutes of its start, save in exceptional circumstances, and with the permission of

the invigilator. To avoid disturbing others, students may not leave the examination room during the last fifteen minutes of scheduled time, save in exceptional circumstances, and with the permission of the invigilator.

2.2.3 Supervised absence: No student may leave and return to the examination room during an examination unless supervised by an invigilator while absent.

2.2.4 Communication during a campus examination: Unless an invigilator has given permission otherwise, during the examination a student will only communicate with an invigilator. Students may not behave in any way which is distracting to other students. A student who ignores a request from an invigilator not to behave disruptively may be required to leave the examination room. The student's examination scripts will be submitted to the Board of Examiners as they were at the time when the candidate was required to leave. The invigilator will annotate the scripts with the time at which the candidate left and submit a report to the chair of the Board of Examiners.

2.2.5 Permitted items and texts. A student may take to their desk only those items and texts that are permitted for the examination they are sitting. Guidance on permitted items in any exam is the responsibility of the school or department that owns the unit.

2.2.6 Examination Scripts: It is the responsibility of the student to ensure that all scripts are appropriately marked with an identifying name and number. No student may remove an examination script, or any other examination materials, from the examination room without permission.

2.2.7 Arrangements may exceptionally be approved for students to complete what would normally be a campus-based examination at a different venue away from the university's usual site. The process required for this is described in section 11 of the Regulations and Code of Practice for Taught Programmes.

2.3 Online Examinations

2.3.1 Starting online examinations: Online examinations will have a set start time and/or duration, which will be clearly communicated to students. Schools may provide a later starting time for students in a different time zone or, exceptionally, where specific, individual circumstances necessitate it. Students will be told how they must access the examination, this may be via the electronic download of questions accessed via the university's Virtual Learning Environment (VLE), a specific website or portal, or via a specialised proctoring system. Students will be given full instructions on how to use the specified system. Students who do not comply with the instructions may have their answers disregarded.

2.3.2 Completing the online examination: The examination paper, or online delivery system, will indicate the time available for completion. Clear instructions on how to finish and submit answers will be provided. It is the student's responsibility to submit their answers in the correct way within the time limit. Students who do not comply with the instructions may have their answers disregarded.

2.3.3 Problems during the online examination: If a student is unwell and unable to start an online examination, they should complete a self-certification form prior to the formal start time. If they start the examination but, due to issues that affect only them, are unable to complete the examination, they should inform their school

and submit an extenuating circumstances form. Students will be provided with instructions on what they should do if the specified computer programme or software being used to deliver or proctor the assessment fails during the examination or submission process.

2.3.4 Communication during an online examination: Students should not communicate with others for the duration of an online examination. Candidates **must** work independently for online examinations. Sharing answers and working with others to complete the assessment is not permitted. Such behaviour will be viewed as collusion and dealt with as outlined in Section 5.

2.3.5 Permitted texts during an online examination: Students will be informed of what resources, if any, they are allowed to access during an online examination. Online examinations may be proctored (i.e. remotely invigilated) to support quality assurance and academic integrity of the examination. Students will be given full instructions and the opportunity to practice using the system when such proctoring is planned.

2.3.6 Examination answers: It is the responsibility of the student to ensure that all answers are formatted appropriately and marked with identifying information, as requested in the instructions, prior to submission.

2.4 Timed assessments

2.4.1 Starting the timed assessment: Timed assessments have a stated day and time from which students can access the paper, which will often be via the unit's Virtual Learning Environment.

2.4.2 Completing the timed assessment: Timed assessments have a stated day and time by which answers should be submitted, as outlined in the instructions. It is the responsibility of the student to ensure their work is completed and submitted within the time allowed.

2.4.3 Problems during a timed assessment: If a student is unable to start a timed assessment or they start the assessment, but due to issues that affect only them, are unable to complete it, they should inform their school and submit an extenuating circumstances form. Students should be provided with instructions on what they should do if the specified computer programme or software being used to deliver the assessment fails during the assessment or submission process.

2.4.4 Communication during a timed assessment: Unless clearly stated as collaborative or groupwork, students **must** work independently for timed assessments. Sharing answers and/or working with others to complete the assessment is not allowed and such activity will result in the student being investigated for collusion, see Section 5. Schools must make clear to students where the timed assessment should be completed collaboratively and provide expectations for how students should work.

2.4.5 Permitted texts during a timed assessment: Students will be informed what resources are allowed to be accessed during a timed assessment.

2.4.6 Answers: It is the responsibility of the student to ensure that all answers are formatted appropriately and identifying information included, as requested in the assessment instructions.

2.5 Coursework Assessments

This section covers a wide variety of assessment formats. The school or department that owns the unit is responsible for providing clear instructions for coursework assessments. For programmes that use the university's formal assessment periods, the due dates for coursework assessments should fall outside of this period, and any variations to this should be agreed by the faculty's appropriate Education Director.

2.5.1 Starting the assessment: Coursework can be set at any time during the running of a unit.

2.5.2 Completing the assessment: Coursework will have a stated date and time by which they should be completed and submitted and schools must provide submission instructions. It is the responsibility of the student to ensure that all answers are formatted appropriately and marked with identifying information, as requested in the instructions, prior to submission. It is the responsibility of the student to ensure their work is completed and submitted within the time allowed.

2.5.3 Problems during coursework assessment: If a student is unable to complete their coursework assessment, they should consider requesting an extension and/or submit extenuating circumstances. University policy is that unauthorised late submissions are penalised by the loss of marks (see [section 17](#) of the Regulations and Code of Practice for Taught Programmes).

2.5.4 Communication during coursework assessment: Unless clearly stated as collaborative or groupwork, candidates **must** work independently on coursework assessments. Sharing answers and/or working with others to complete the assessment is not allowed. Schools must make clear to candidates where the coursework should be completed collaboratively and provide expectations for how candidates should work in such situations.

2.5.5 Answers: It is the responsibility of the candidate to ensure that their submission is formatted appropriately and marked with the required identifying information.

2.5.6 Any academic misconduct relating to the ethics of a student's research, including a project or dissertation, should be considered under the [Regulations on Research Misconduct](#). Misconduct is defined as not gaining ethical approval before undertaking research or making a significant deviation from the approved research without being granted ethical approval for the deviation.

3. Plagiarism

3.1 Definition of plagiarism

3.1.1 The unacknowledged inclusion in a student's work of material derived from the published or unpublished work of another source constitutes plagiarism, whether it is intentional or unintentional. "Work" includes internet sources as well as printed material. Plagiarism is a form of academic misconduct but differences in academic practice and poor study skills can result in plagiarism occurring with minimal dishonesty. For this reason, cases of plagiarism are dealt with separately to other cases of academic misconduct. The only exception is where a student(s) directly plagiarises the work of another/others from within their same cohort. Such cases will be considered collusion, a serious form of cheating and all individuals involved will be dealt with via the process outlined in Section 5.

3.1.2 Examples of plagiarism (this list is not intended to be exhaustive) include:

- a. Quoting another's work "word for word" without placing the phrase(s), sentence(s) or paragraph(s) in quotation marks and providing a reference for the source.
- b. Taking a sentence or sentences from another source and re-using them after changing a small number of words. References to the original source may be given correctly.
- c. Using statistics, tables, figures, formulae, data, diagrams, questionnaires, images, musical notation, computer code, etc, created by others without acknowledging and referencing the original source.
- d. Summarising or paraphrasing the work or ideas of another without acknowledging and referencing the original source. "Paraphrasing" means re-stating another author's ideas, meaning or information in a student's own words. This includes all teaching material provided by staff. The need for full, accurate referencing may vary depending upon the assessment format and schools must make clear what the expectations are in this regard.
- e. Copying the work of a student from a previous cohort or another university, with or without that student's agreement. This includes any exemplar student assignments which may be provided.
- f. Collaborating with another student, even where the initial collaboration is legitimate, e.g. group or joint project work, and then presenting the resulting work as one's own. If students are unclear about the extent of collaboration that is permitted in groupwork they should consult the relevant unit director/leader or equivalent.
- g. Copying work, of any kind, from study notes that were generated by a study group of individuals and are used by said group for revision and reference. Ownership of such material is shared and hence should be summarised by paraphrasing and referenced.
- h. Re-use of academic work that has previously been used for credit at this, or another institution.

3.1.3 Schools should use appropriate software to aid their ability to detect potential cases of academic misconduct, including plagiarism, and ensure students are aware of these methods. However, such software can only be an aid to detection and any suspected cases must undergo academic review before any action or penalty is applied.

3.2 Poor academic practice

3.2.1 Where minor irregularities (see guidance) are detected within a piece of work and academic review suggests that it is a case of poor academic practice rather than a deliberate attempt to deceive, appropriate other people's work or gain an unearned advantage, and where the student has not disregarded explicit instructions, the case should be referred to the unit or programme director.

3.2.2 If the unit or programme director agrees and feels that the poor academic practice may be addressed appropriately within the marking scheme (this does not mean the application of a set penalty), then the process outlined below in 3.2.3 should be followed.

3.2.3 In such cases explicit feedback should be given to the student, with further instruction, as necessary, on proper academic practice. This feedback should be provided in whatever form is felt to be most appropriate and noted on the student's record for future internal reference. Referral to study skills support is likely to be helpful for the student.

3.2.4 If the unit or programme director suspects that the irregularity may amount to more than poor academic practice they should consult with the designated member(s) of staff in the school who should record the incident and refer the matter to the appropriate Faculty Education Director so that procedure described in 3.3 can be followed.

3.3 Procedure for cases of plagiarism

3.3.1 All cases of plagiarism will be dealt with as detailed in these regulations, irrespective of the type of assessment in which it occurs. Cases where the similarity is to another student from the same cohort will be considered as cheating (i.e. collusion) and the process detailed in Section 5 should be followed.

3.3.2 The relevant Faculty Education Director, or nominated representative, has discretion whether to proceed with an active alleged plagiarism and/or cheating investigation where the student intends to suspend studies or withdraw from the University. The procedure will normally be concluded before the suspension or withdrawal occurs unless there is good reason otherwise.

3.3.3 All allegations of plagiarism raised by any route shall be considered initially by the relevant Faculty Education Director, or their nominated representative(s) for this purpose, responsible for the home school of the student (i.e. the school where the student is registered). All allegations should be supported by a clear indication of the elements of the student's work which are believed to have been plagiarised, by annotated copies of the sources which the student is alleged to have used, and a brief statement outlining the concern by the original marker or the unit director.

3.3.4 If multiple cases from one student are being considered as a single allegation, due to the time at which they have been discovered, and these cases cover units from more than one school or faculty then the relevant Faculty Education Directors should determine which school or faculty should handle the investigation.

3.3.5 The relevant Faculty Education Director, or their nominated representative, must make an initial determination of how the allegation of plagiarism will be dealt with within twenty-one days of the concern being raised with them (see section 10 for defining 'days').

3.3.6 Due to the potential for plagiarism to occur because of different academic practices, and/or poor understanding of our expectations, some cases can be dealt with through feedback to help students reach the required understanding of expected ways of working. This applies if it:

- is a first offence, where students have not had the opportunity to submit and receive feedback on a piece of work, which may be formative, in the same, or similar format, and have not received previous support and guidance following poor academic practice, and occurs in work set during a student's first teaching block of

registration at the university (including the January assessment period) on any programme,

- and does not involve suspected copying from another student from the same cohort.

In such cases the Faculty Education Director, or their nominated representative, will direct the unit director, or another appropriate academic, to discuss ways of working and expectations of academic integrity with the student. This process should be supportive and may involve directing the student to study skills support and resources and include additional staff from within the school, faculty or university. Advice and feedback on the academic content of the assessment should not be provided as part of this additional support so the student does not gain an unfair advantage over their peers.

The student will be asked to redo the plagiarised section(s) of the assessment or complete an equivalent piece of work. Normally the student will be expected to have completed the new or revised piece of work no later than two weeks after receiving the additional support. The timetable for the new submission will take into account the timescale for completion of the original assessment and any other assessment tasks the student may have. It may be appropriate to delay the resubmission until the reassessment period. The work will be marked with a full range of marks available and considered as a first submission. The case should be held on the student's internal record for reference in case further concerns over plagiarism are raised.

3.3.7 For **all other** suspected cases of plagiarism, the Faculty Education Director, or their nominated representative, will either:

- a. Convene a School Academic Misconduct Panel (SAMP) as per section 6.2.
- b. Convene a Faculty Academic Misconduct Panel (FAMP), as per section 6.3, if the case is considered more serious.
- c. Exceptionally and only due to the presence of mitigating factors, refer the case back to the school to provide more guidance and support, as per 3.3.6.
- d. Ask for more information, or summarily dismiss the case, if they judge that the allegation is not supported by sufficient evidence.
- e. Ask the school to treat the case as poor academic practice.

3.3.8 When determining which option to use in 3.3.7 the following factors should be considered:

- The educational history of the student and how this may have informed their understanding of academic integrity. Cases may be viewed as more serious where they involved students who have completed multiple terms at this university or another similar institution.
- Where the student has already been given additional support and guidance due to previous offences or under 3.3 or 3.3.6 of these regulations.
- The nature, extent and significance of the plagiarism in the piece of work.

- Whether the assessment contributes significantly to the student's progress or degree classification.

4. Re-use of academic work for credit

4.1 Academic credit should only be given for work once. Submitting, in whole or in part, work which has previously been submitted for assessment at the University of Bristol or elsewhere, without fully referencing the earlier work is a form of academic misconduct and hence not allowed. This includes unacknowledged reuse of the student's own submitted work. This may be referred to as 'self-plagiarism'.

4.2 Where students wish to refer to work for which they have previously received credit, they should either i) reproduce it directly as a quote or ii) rewrite, in a new form of words, the ideas contained in the original work. In both cases the original work should be referenced. This includes the student's own previous work that has been awarded credit. It is important that schools explain to students that the re-use of their own work in this way will not gain the same mark as work which has a higher element of originality.

4.3 Where the re-use of academic work without appropriate referencing is detected, it is often due to poor understanding of why it is unacceptable. Providing it is a first offence of this nature, the school should consider the most appropriate manner by which the student can be awarded the required credit. In some cases (i.e. where the unit is assessed by multiple pieces of work and this issue has had a minor impact) the school may decide no further assessment is needed and only offer support to the student as detailed below. Alternatively, the student may be required to complete the assessment, for example by rewriting the affected sections, re-doing an equivalent piece of work, or completing a resit assessment. In all cases where this is a first attempt of re-use of academic work, any reassessment should be treated as a first attempt and for a full range of marks. In all cases support should be given by relevant academics within the school to help the student understand the issues associated with this practice and why it is unacceptable. If it is a subsequent offence, the matter should be dealt with as plagiarism and the process detailed in 3.3.6 followed.

4.4 In some cases, students submit work for formative feedback which informs subsequent summative assessment. In this situation the formative assessment is not for credit and does not need to be referenced in the final summative assessment.

5. Cheating and other failures to comply with assessment regulations

5.1 Definition of cheating

5.1.1 A student engaging in any of the following will be considered to be cheating under these regulations:

- a. Accessing and/or making use of unauthorised items or texts during an examination (campus-based or online). For campus-based exams this may occur either at their desk or during an authorised absence from the examination room.
- b. Planning, participating in or benefitting from collusion during any assessment (campus-based or remote).
- c. Copying from another student(s) who has studied the unit at the same

time.

- d. Dishonestly receiving help from another person(s), company or organisation during the examination or assessment.
- e. Dishonestly giving help to another student during the examination or assessment.
- f. Acting dishonestly in any way, whether before, during or after the assessment, to obtain an unfair advantage.
- g. Acting dishonestly in any way, whether before, during or after the assessment, to assist another candidate to obtain an unfair advantage.
- h. Buying or commissioning a piece of work and presenting it as a student's own work (often called contract cheating).

5.1.2 A student who shares their work with others will be treated with equal seriousness to the student who copies the work. This applies even if it is not clear that the work was shared with knowledge that academic misconduct was planned.

5.1.3 Whilst plagiarism is a form of cheating for the purposes of these regulations it will be considered separately, as set out in Section 3 above.

5.2 Procedure for cases of cheating

5.2.1 Should a candidate be suspected of cheating during a campus-based examination, the invigilator will confiscate any unauthorised material, indicate on the student's script that it has been confiscated due to suspected cheating, and remove the script. The student will then be given further examination books and permitted to complete the examination. The invigilator will submit an incident report to the University Examinations Officer who will notify the chair of the School Board of Examiners from the student's home school. Suspected cheating during an online exam, timed assessment or coursework will be investigated after the student has submitted their work.

5.2.2 Initial interviews with students may be necessary to help a school or faculty determine if cheating may have occurred. This may take the form of determining the level of understanding a student has on their submitted answer. The outcome of such interviews will be passed onto any subsequent academic misconduct panel to help inform their decision making.

5.2.3 All cases of suspected cheating, as defined in 5.1.1 (for plagiarism please see section 3), irrespective of the type of assessment in which it occurs, should be referred to the relevant Faculty Education Director, or their nominated representative, who will either:

- a. Refer the case to be dealt with as a suspected contract cheating case.
- b. Convene a School Academic Misconduct Panel (SAMP), as per Section 6.2.
- c. Convene a Faculty Academic Misconduct Panel (FAMP), as per Section 6.3.
- d. Convene a University Academic Misconduct Panel (UAMP), as per Section 6.4, if the case is considered more serious.
- e. Ask for more information, or summarily dismiss the case, if they judge that the allegation is not supported by sufficient evidence.

5.2.4 When determining which option to use in 5.2.3 the following factors should be considered:

- Whether there have been previous academic misconduct offences.
- The nature, extent, and significance of the academic misconduct.
- Whether the assessment contributes significantly to the student's progress or degree classification.

6. Academic misconduct panels

6.1 General processes for academic misconduct panels

6.1.1 Academic misconduct panels may be held at school, faculty or university level, depending upon the seriousness of the case. At school and faculty level the panels will be convened by the student's home school or faculty. Plagiarism will normally be considered by a school panel when it occurs for the first time, including if the student has previously been given additional support for an offence that occurred within their first teaching block of registration, as outlined in 3.3.6. All subsequent cases of plagiarism would normally be dealt with at faculty level, unless specific circumstances suggest a school panel would be more proportionate. Other forms of academic misconduct, such as contract cheating or collusion would normally be viewed as sufficiently serious to be dealt with at faculty or university level, however the option to refer to a school panel is exceptionally available if the case is thought to be more appropriate for this lower level of consideration.

6.1.2 Students will be asked to engage with an investigation into a case in relation to academic misconduct via attendance at a panel. They can request the option of answering written questions instead of, or as well as, attendance at the panel. Panels will normally be held during term time but may also be held outside of this time to allow timely conclusion of a concern. Students may be asked to attend a panel in person or via video calling.

6.1.3 The student may elect not to attend an interview and to submit a statement to the panel instead. Where the student does not attend an interview, unless prevented by unforeseeable circumstances, the panel will proceed to reach its conclusions without the student's attendance.

6.1.4 A note of the interview with the student(s) will be taken, which will be circulated after the interview to all parties. A member of staff may attend the panel in order to carry out this role.

6.1.5 The unit director or nominee of the unit affected, or other appropriate academic linked to the work in question, must be offered the opportunity to provide input to the panel and may be required to attend the academic misconduct panel (but only as a witness and not as a panel member) in order to explain the allegation and provide specialist knowledge. The composition of the panel is outlined below under the relevant panel.

6.1.6 The student may be accompanied by another person at the panel interview. This person may address the panel and confer with the student during the meeting, however, they will not be permitted to answer any questions on behalf of the student, unless in exceptional circumstances where they are appropriately trained, and the student is unable to do so themselves. The Bristol SU Academic Advice Service can provide advice and support to students during this process.

6.1.7 The purpose of the interview shall be to determine whether or not there has been academic misconduct and to allow the student to make representations and to present any mitigating factors.

6.1.8 Once the interview is complete, the academic misconduct panel may decide to defer a decision until further investigation has taken place. In such cases the panel should decide whether they need to meet with the student again to discuss any new material that has been considered as part of the decision-making process. Otherwise, the panel shall determine if misconduct has occurred. The applicable standard of proof will be the balance of probabilities. A student will be found guilty of academic misconduct if, on the evidence available, it is more likely than not that the offence was committed.

6.1.9 The penalty for an offence should be decided on the individual circumstances of the case.

6.1.10 The panel should ensure penalties reflect the seriousness with which the university views academic integrity.

6.1.11 Where there is a case to answer and the student is registered on a professional programme for which there is a Fitness to Practise (FtP) procedure, the concerns in relation to academic misconduct may also need to be considered under the FtP procedure. It may be appropriate to include a FtP Case Investigator as a member of the academic misconduct panel to allow the two processes to be completed within a single meeting with the student.

6.2 School Academic Misconduct Panels (SAMP)

6.2.1 School academic misconduct panels should be convened to investigate less serious cases of plagiarism only. Serious cases of plagiarism should be considered by a faculty or university level panel (see guidance for examples).

6.2.2 The Head of School is responsible for nominating a member or members of staff to discharge the responsibilities outlined in relation to SAMPs, including organising the panels, bringing penalties to the School Board of Examiners, and liaising with the Faculty Education Directors.

6.2.3 If the Faculty Education Director, or their nominated representative, decides to convene a SAMP, the designated member(s) of staff in the school (see 6.2.2) will notify the student in writing of the pieces of work affected and invite them to an interview.

6.2.4 The SAMP will consist of two academic members of staff nominated by the designated member of the student's home school. If the school have a designated officer who deals with academic misconduct then this individual can be one of these two academic members on the panel. The panel should not include the student's personal tutor or research project/dissertation supervisor or the unit director (or the person who identified the suspected misconduct, if this is different to the unit director).

6.2.5 Where a panel requires advice on procedures and regulations, it should consult the Faculty Head of Student Administration.

6.2.6 When considering a penalty, the SAMP should take into account the seriousness of the offence. Factors that should be considered include:

- a. The educational history of the student and how this may have

- informed their understanding of academic integrity.
- b. Whether this is a first or subsequent offence.
- c. The amount of credit attached to the assessment.
- d. The extent and significance of academic misconduct in the piece of work.
- e. The extent to which the academic misconduct undermines the learning objectives of the work.
- f. Whether the assessment contributes significantly to the student's progress or degree classification.
- g. The degree and effects of the dishonesty.

6.2.7 The SAMP should make one of the following recommendations below to the relevant Faculty Education Director or to the Board of Examiners.

- a. To dismiss the case entirely.
- b. To refer it back to the unit director to be dealt with as poor academic practice.
- c. To impose no penalty beyond recording the case on the student's record for future reference.
- d. To apply one of the following penalties to the original piece of work:
 - i. to award the work submitted a lower mark than would otherwise have been awarded; if the work is the only summative assessment for the unit and this penalty reduces the mark to below the pass mark the panel should consider whether credit should be awarded.
 - ii. if the assessment is the only assessment contributing to the unit mark, award credit but a mark of zero.
 - iii. if the assessment contributes part of the unit mark, award a mark of zero but allow credit for the unit to be awarded if the zero results in a fail mark for the complete unit.
- e. To require the submission of an equivalent piece of work, to replace the originally submitted piece of work i.e. that corresponds to the same "attempt", which is awarded:
 - i. the mark it would normally be awarded.
 - ii. a lower mark than would otherwise be awarded; if the penalty reduces the mark to below the pass mark the panel should consider whether credit should be awarded.
 - iii. a mark of zero but allow credit for the unit to be awarded if the zero results in a fail mark for the complete unit.

6.2.8 The SAMP should also consider whether referral of the student to skills support would be beneficial together with the most appropriate route for this to occur.

6.2.9 The SAMP may decide to refer the matter back to the relevant Faculty Education Director with a recommendation that the allegations be referred to a Faculty Academic Misconduct Panel (FAMP) if it considers that the offence merits

a penalty which the SAMP does not have the power to impose. Alternatively, in exceptional cases, it can consider that the matter is of such seriousness that it be considered by a University Academic Misconduct Panel (UAMP).

6.2.10 The school must write to the student informing them of the SAMP's decision and any recommendations within two weeks of the date of the panel.

6.3 Faculty Academic Misconduct Panels (FAMP)

6.3.1 If the relevant Faculty Education Director, or their nominated representative, decides to convene a FAMP, the Faculty Head of Student Administration or nominee will notify the student in writing of the pieces of work/assessment(s) affected and the holding of an interview.

6.3.2 The FAMP will consist of at least three academic members of staff without previous direct involvement with the student as a personal tutor or research project/dissertation supervisor or the unit director for the unit in question, including:

- a member of the student's home school;
- a faculty member who belongs to a school other than the student's.

6.3.3 The Faculty Head of Student Administration or nominee will be in attendance to advise the panel on procedures and regulations.

6.3.4 When considering a penalty, the FAMP should take into account the seriousness of the offence. Factors that should be considered include:

- a. The educational history of the student and how this may have informed their understanding of academic integrity.
- b. Whether this is a first or subsequent offence.
- c. The amount of credit attached to the assessment.
- d. The extent and significance of the academic misconduct.
- e. The extent to which the academic misconduct undermines the learning objectives of the work.
- f. Whether the assessment contributes significantly to the student's progress or degree classification.
- g. The degree and effects of the dishonesty.

6.3.5 The FAMP shall determine whether or academic misconduct has occurred and make a recommendation to the Board of Examiners:

- a. To dismiss the case entirely.
- b. To refer it back to the unit director to be dealt with as poor academic practice.
- c. To impose no penalty beyond recording the case on the student's record for future reference.
- d. To apply one of the following penalties to the original piece of work:
 - i. to award the work submitted a lower mark than would otherwise have been awarded; if the penalty reduces the mark to below the pass mark the panel should consider whether credit should be

awarded.

- ii. if the assessment is the only assessment contributing to the unit mark, award credit but a mark of zero.
 - iii. if the assessment contributes part of the unit mark, award a mark of zero but allow credit for the unit to be awarded if the zero results in a fail mark for the complete unit.
- e. To require the submission of an equivalent piece of work, to replace the originally submitted piece of work i.e. that corresponds to the same “attempt”, which is awarded:
- i. the mark it would normally be awarded.
 - ii. a lower mark than would otherwise be awarded, if the penalty reduces the mark to below the pass mark the panel should consider whether credit should be awarded.
 - iii. a mark of zero but allow credit for the unit to be awarded if the zero results in a fail mark for the complete unit.
- f. To award no marks, for the unit of which the examination or piece of assessed work was part. The FAMP should determine whether an equivalent piece of work should also be submitted when recommending this penalty.

6.4 Where the panel considers that the penalties set out in section 6.3.5 may not be appropriate to the seriousness of the offence, then the panel may refer the case for consideration by a University Academic Misconduct Panel (UAMP) under section below.

6.3.7 The faculty must write to the student informing them of the panel's decision and any recommendations within two weeks of the date of the panel.

6.4 University Academic Misconduct Panels (UAMP)

6.4.1 The relevant Faculty Education Director, or their nominated representative, is responsible for deciding if the case is serious enough for consideration by a UAMP and they will contact an Associate Pro Vice Chancellor, who will convene the panel, with support from the relevant Faculty Head of Student Administration, or their nominee.

6.4.2 The relevant Faculty Head of Student Administration, or their nominee, will notify the student in writing of the assessment or piece(s) of work which are alleged to be affected and invite them to an interview.

6.4.3 The UAMP will comprise of at least three academic staff experienced in dealing with academic misconduct cases, including an Associate Pro Vice Chancellor, who will act as chair. The panel should have had no previous direct involvement with the student as a personal tutor or research project/dissertation supervisor, and should include:

- a member of the student's home school;
- a member of a faculty other than the student's.

6.4.4 A member of the University Secretary's Office will be in attendance to advise the panel on procedures and regulations.

6.4.5 When considering a penalty, the UAMP should consider the seriousness of the offence. Factors that also should be considered include:

- a. The educational history of the student and how this may have informed their understanding of academic integrity is a first or subsequent offence.
- b. The amount of credit attached to the assessment.
- c. The extent and significance of the academic misconduct.
- d. The extent to which the academic misconduct undermines the learning objectives of the work.
- e. Whether the assessment contributes significantly to the student's progress or degree classification.
- f. The degree of dishonesty and the effects of the dishonesty.

6.4.6 The UAMP will determine whether academic misconduct has occurred and make a recommendation to the relevant Faculty Education Director, Board of Examiners or the Dean as appropriate:

- a. To dismiss the case entirely.
- b. To impose no penalty beyond recording the case on the student's record for future reference. The panel should indicate if this record is for internal use only or for use in external references.
- c. To apply one of the following penalties to the original piece of work:
 - i. to award the work submitted a lower mark than would otherwise have been awarded; if the penalty reduces the mark to below the pass mark the panel should consider whether credit should be awarded.
 - ii. if the assessment is the only assessment contributing to the unit mark, award credit but a mark of zero.
 - iii. if the assessment contributes part of the unit mark, award a mark of zero but allow credit for the unit to be awarded if the zero results in a fail mark for the complete unit.
- d. To require the submission of an equivalent piece of work, to replace the originally submitted piece of work i.e. that corresponds to the same "attempt", which is awarded:
 - i. the mark it would normally be awarded.
 - ii. a lower mark than would otherwise be awarded, if the penalty reduces the mark to below the pass mark the panel should consider whether credit should be awarded.
- e. To award no marks, for the unit of which the examination or piece of assessed work was part. The UAMP should determine whether an equivalent piece of work should also be submitted when recommending this penalty and whether or not to award credit.
- f. To award the student a lower classification of degree than they would otherwise achieve based on their mark profile. The UAMP should determine whether an equivalent piece of work should be submitted

when recommending this penalty.

- g. To require the student to withdraw from the university, which means that the student ceases to be a member of the university, and loses all rights and privileges of membership. This recommendation can only be made to the Dean of the student's home faculty.

6.4.7 The student will be informed of the decision and any recommendations in writing within two weeks of the date of the panel.

7. Consideration of recommendations from academic misconduct panels

7.1 When an academic misconduct panel makes an academic recommendation, it should be considered by the relevant school and/or Faculty Boards of Examiners and/or Dean (for UAMPs only). Due to the timing of assessment periods and Board of Examiner meetings it may be that dealing with cases of academic misconduct result in a student's progression or final award being delayed.

7.2 The ultimate decision on an academic penalty applied is taken by the Faculty Board of Examiners, or the Dean with regards one UAMP outcome. However, as the academic misconduct panel made an informed decision based on available evidence, the normal expectation is that the recommendation would be accepted in full. Exceptions to this are where material available suggests the recommendation is disproportionate, or where new or exceptional mitigating circumstances pertaining to the assessment(s) considered by the academic misconduct panel are present.

7.3 Where an UAMP decides the case is of such seriousness that the withdrawal of the student from the programme is recommended to the Dean, the Faculty Board of Examiners will be informed of the outcome and consider whether any exit award can be made using credits awarded that had no academic integrity concerns.

7.4 The Boards of Examiners will explicitly consider the impact of the penalty on the student's credit points and, where applicable, degree classification and whether this impact, in the context of the student's overall performance, is proportionate to the offence.

7.5 Where a student is not permitted to resubmit the piece of work and the final mark for the assessment or the unit is less than that required to be awarded credit for a unit, then the student should be treated in the same way as if they had obtained the same mark through academic failure.

7.6 The student will have the usual right of appeal against a decision of the Board of Examiners and, in the case of expulsion, the decision of the Dean to accept the recommendation of the UAMP.

7.7 The decision of the Board of Examiners in relation to academic misconduct panels, with supporting rationale, will be recorded in its minutes.

For Research Programmes

8. Procedure for cases of plagiarism or cheating in a thesis submitted for a research degree

8.1 The Regulations and Code of Practice for Research Degree Programmes, section 9 and Annex 8, describes how cases of plagiarism or cheating will be dealt with for research students.

9. Extenuating Circumstances

9.1 Procedure for consideration of extenuating circumstances in taught programmes

Boards of examiners shall establish a committee (which will meet before the Board of Examiners meets) to consider any relevant matters, for example personal matters such as illness or bereavement, that may have affected a student's performance in assessment.

9.2 Evidence

If a student wishes a board of examiners to take any such matters into account, he or she must complete and submit the relevant form **before** the meeting of the board at which the student's performance in assessment is to be considered. A written record must be kept of such matters. Any such matters which could have been raised before the meeting of the board, but, without good reason, were not raised, will not be considered in the event of an appeal.

The committee may require a student to submit such other evidence as it deems necessary to substantiate any matter raised by the student.

9.3 Extenuating circumstances in research degree programmes

The treatment of extenuating circumstances in research degree programmes is set out in the Regulations and Code of Practice for Research Degree Programmes.

10. Appeal against a decision of a Board of Examiners

The definition of a 'day' in this section is a calendar day in which the University is generally open and so does not include public holidays in England or University closure days as marked on the University's [website](#).

10.1 Right to appeal

A student registered on a taught (undergraduate or postgraduate) programme may make an academic appeal against an appealable decision made by one of the following (referred to in this Regulation as a 'board of examiners'):

- a. A faculty board of examiners (including a faculty progress committee or equivalent).
- b. A school board of examiners in relation to a penalty imposed for cheating or plagiarism.

A postgraduate research student may make an academic appeal against an appealable decision made by any of the following (also referred to in this Regulation as a "board of examiners"):

- a. The University Research Degrees Examination Board.
- b. The Dean of the relevant faculty, on the recommendation of a registration review panel.
- c. An upgrade or progression panel.

An academic appeal is a request for a review of a decision of an academic body charged with making decisions on student progress, assessment and awards.

An appealable decision is a decision in respect of:

- a. An examination or other form of assessment

- b. A student's progress, including a decision in respect of a suspension or a requirement to withdraw from the University
- c. In the case of a research postgraduate student, a decision by a Dean relating to termination or change of registration
- d. A penalty imposed for a cheating or plagiarism offence dealt with under these Regulations.

No student shall be treated less favourably as a result of bringing an academic appeal under this procedure.

10.2 Permissible grounds of appeal

Appeals may only be made on the basis of one or more of the following permissible grounds:

1. There has been a material irregularity in the decision making process sufficient to require that the decision can be reconsidered.

For example:

- a. the assessment and subsequent decision-making process were not conducted in accordance with the relevant regulations;
 - b. an adverse decision has been taken because of an administrative error;
 - c. the student has not been given the opportunity to draw relevant matters to the attention of the board of examiners; and/or
 - d. appropriate account was not taken of illness or other extenuating circumstances known to the board of examiners.
2. A student's performance in assessment has been affected by illness or other factors which the student was unable, for good reason, to divulge before the meeting of the board of examiners (see section 9 of these Regulations).
 3. A penalty for cheating or plagiarism, imposed under the examination regulations by the school or faculty is wrong or disproportionate. For the avoidance of doubt, there is no right of appeal under these Regulations in respect of a penalty or penalties imposed under the Student Disciplinary Regulations and implemented by the board of examiners on the direction of the Vice-Chancellor or a Disciplinary Committee.

10.3 Grounds of appeal that are not permissible

1. Disagreement with the academic judgment of the board of examiners will not constitute a ground for appeal.
2. No appeal will be considered if it raises for the first time issues concerning the supervision or teaching of a student. Such matters will only be considered if they have been raised by the student promptly, at the time they first arose and pursued under the Student Complaints Procedure.

10.4 The Appeal Process

The appeal process has two stages

- i The Local Stage

ii The University Stage

Those hearing the appeal at either stage will not attempt to re-examine the student, nor to appraise professional academic judgments, but will consider whether the decision made was fair and reasonable in all the circumstances of the case, and whether all relevant factors were taken into account.

Appeals should be resolved at the earliest possible stage and with minimum formality.

The University Stage of the process may only be invoked if the student has pursued the appeal through the Local Stage and remains dissatisfied with the outcome.

10.5 The Appeal Form

In order to start the appeal process, the student must complete the Appeal Form and submit it to the Student Resolution Service within 21 days of the notification of the appealable decision to the student after the meeting of the board of examiners. An extension of this time limit will be allowed, by the University Secretary, only in exceptional circumstances.

The Appeal Form must set out:

- a. the reason(s) for the student's dissatisfaction with the appealable decision;
- b. the student's grounds for appeal; and
- c. the outcome sought by the student.

All the evidence on which the student seeks to rely **must** be submitted with the Appeal Form unless there are good reasons why this is not possible.

The student is encouraged to seek assistance from the Bristol SU Academic Advice Service bristolsu-advice@bristol.ac.uk when preparing the Appeal Form.

10.6 The Local Stage

On receipt of the completed Appeal Form and any accompanying evidence, the Faculty Undergraduate or Graduate Education Director (as appropriate) will review the appeal on behalf of the Dean of the Faculty (who may also act in person if they consider it appropriate) with a view to considering whether the appeal can be resolved at the Local Stage.

In the case of an appeal by a postgraduate research student, the Student Resolution Service will forward the Appeal Form and any accompanying evidence to the Faculty Head of Student Administration and to ProVice- Chancellor (Education) or nominee who will review the appeal at the Local Stage.

The Faculty Head of Student Administration (or in the case of an appeal against a decision of the Research Degrees Examinations Board another appropriate person) will provide administrative support.

Appeals must be considered under all applicable permissible grounds, whether or not specified by the student in the Appeal Form.

If the person reviewing the appeal considers that the appeal can be resolved at the Local Stage, they may take such action to resolve the appeal as is fair and reasonable in all the circumstances of the case, including but not limited to any or all of the following:

- a. refer the student's extenuating circumstances to be reconsidered by a committee under section 9 of these Regulations, if the person reviewing the appeal considers that insufficient weight was given to the student's circumstances by the committee;
- b. allow the student to submit late evidence of extenuating circumstances, if the person reviewing the appeal considers that the student had good reason for his or her failure to submit the evidence at the appropriate time;
- c. refer the appealable decision for reconsideration by the board of examiners, with or without a recommendation as to the outcome of such reconsideration;
- d. where the person reviewing the appeal considers it appropriate, vary the appealable decision without referring it to the board of examiners and report the variation to the board of examiners.

If the person reviewing the appeal does not consider that the appeal can be resolved at the Local Stage the student may request that the appeal be progressed to the University Stage under section 10.7.

The Local Stage will normally be dealt with and the student informed, in writing, of the outcome of the review and the reasons for the decisions made, within 35 days of the Appeal Form being submitted to the Faculty Head of Student Administration (or, in the case of an Appeal Form which has been submitted out of time, within 35 days from the date of notification, to the Faculty Head of Student Administration, of the University Secretary's decision to allow an extension of time for submission of the appeal).

10.7 Progression to the University Stage

If the student remains dissatisfied with the outcome of the Local Stage or has not received the Local Stage decision by the prescribed time limit set out in section 10.6 above, they may request that the appeal is progressed to the University Stage. The student should make the request to the Student Complaints and Mediation Manager within 14 days of the Local Stage decision or, if earlier if specified, by completing the Appeal Progression Form and sending it to appeal-progression@bristol.ac.uk. The original Appeal Form with supporting evidence, and the letter giving the Local Stage outcome should also be attached.

Upon receipt of the request to progress to the University Stage, the Student Complaints and Mediation Manager will obtain all the evidence considered at the Local Stage from the Faculty Head of Student Administration. If the Student Complaints and Mediation Manager considers that further information from the student, school or faculty is required in order for the appeal to be considered, they may call for such information and this must be provided promptly.

The Student Complaints and Mediation Manager will invite the student to respond to the Local Stage decision. If substantive new information is provided by the student after the Local Stage decision has been made, the Student Complaints and Mediation Manager will normally refer this information back to the Local Stage for reconsideration before referring the appeal to the University Stage. Where appropriate, the Student Complaints and Mediation Manager may also intervene to suggest a resolution of the appeal before referring it to the University Stage.

Upon receipt of the Appeal Progression Form and other documentation from the Local Stage, the Student Complaints and Mediation Manager will refer the student's appeal to a Review Panel for consideration.

10.8 Appeal Review Panel

The Review Panel shall normally consist of three members of the academic staff who have had no prior involvement with the appealable decision or the Local Stage.

The proceedings of the Review Panel will not involve a hearing. The Review Panel may call for additional information from the student, school or faculty, which must be provided promptly. The Review Panel will consider the Appeal Form and other evidence and may:

- a. refer the matter back to the faculty (or in the case of postgraduate research students, to the Pro Vice-Chancellor (Education)) for reconsideration with, or without, a recommendation for resolution. If, following reconsideration at the Local Stage the original decision is not altered, the student may request that the matter be further reviewed by the Review Panel. If the original decision is altered, but the outcome is not acceptable to the student, the student may request that the new decision is referred to the Review Panel for further review, unless the new decision results in an outcome requested by the student in the Appeal Form, in which case there shall be no further right of appeal;
- b. dismiss the appeal, giving reasons, and issue a Completion of Procedures letter; or
- c. recommend that a committee be appointed by the Board of Trustees to hear the appeal.

The University Stage decision will normally be issued within 21 days of the date of the Review Panel. The student will be informed if it is not possible to respond within this time frame.

A decision by the Review Panel that the student has provided a good reason for failure to submit extenuating circumstances at the appropriate time shall be binding.

Recommendations by the Review Panel should normally be followed, unless based on inaccurate information or a manifest misunderstanding of the facts of the case. If after reconsideration at the Local Stage, a recommendation is not followed, evidence of the reconsideration must be provided and reasons given for the decision not to follow the Review Panel recommendation.

10.9 Committee of the Board of Trustees

If the Review Panel recommends that a committee be appointed to hear the appeal, the Board of Trustees will appoint a committee which shall normally consist of three members, including at least one academic member of the Board of Trustees or member of Senate, and which may include among its members University staff who are not members of the Board of Trustees. At the request of the student, the Board of Trustees may appoint a student sabbatical officer as an additional member. In the event of the Committee being divided in its view, the chair will have the casting vote. The Committee will normally be chaired by a lay member of the Board of Trustees. Wherever possible the Committee should include

at least one member of the same gender as the student.

10.10 Clerk

The University Secretary will appoint a clerk to the Appeal Review Panel and to the Committee. The role of the clerk is to assist the Panel or Committee by collating the evidence, preparing the documentation, making arrangements for the hearing, taking a note of the proceedings and advising the Panel or Committee on the relevant regulations and procedures. The clerk may, on behalf of the Panel or Committee, ask for written witness statements or documents such as medical certificates to be produced. The student, the school and the faculty will be entitled to see all statements and documents seen by the Panel or Committee.

10.11 Nature of hearing

The Committee will decide its own procedure. The student may present his or her appeal in person or in writing as they choose. Witnesses may be asked to give evidence.

10.12 Representation

The student may be accompanied at the appeal hearing by an adviser, friend or representative for support or representation. The Students' Union employs student advisers who may be asked to act in this capacity. In the event that the student fails to attend, without good reason, the hearing may be held in the student's absence. If the student has a good reason for not attending, the hearing will be rescheduled.

10.13 Time limits

The University will normally comply with the following time limits:

- a. the Local Stage will be completed within 35 days of receipt of the student's Appeal Form. Where the Local Stage has involved a meeting with the student, the Local Stage decision will be issued to the student within five working days of the meeting (these five days being included within the 35 day limit set out above);
- b. The Appeal Review Panel will meet within 35 days of the student's request for progression to the University Stage;
- c. The University Stage decision will normally be issued within 21 days of the date of the Review Panel.
- d. The Committee hearing will be arranged as soon as is practicable after the Review Panel's recommendation that a Committee be appointed. The Committee's report will normally be issued within 14 days of the hearing.

If the University is unable to meet these time limits it will inform the student of the reasons for the delay.

If at any time during the appeal procedure, the student fails to pursue the appeal or to respond to enquiries in a timely manner without good reason, the University Secretary may after a delay of more than 28 days on the part of the student, determine that no further action should be taken in respect of the appeal and that the appeal procedure is concluded.

10.14 Nominees

Unless the context indicates otherwise, under these Regulations an Officer of the University or other designated member of staff may act through his or her properly appointed nominee.

10.15 Report to Senate

The Committee will report to the Board of Trustees, setting out, in summary, the grounds of the appeal, the evidence received, the Committee's findings and any recommendations or instructions to be made by the Board of Trustees to the board of examiners. A copy of the report will be sent to the student and to the Faculty (via the Faculty Head of Student Administration) or to the Chair of the Research Degrees Examination Board, as appropriate. The Student Complaints and Mediation Manager will present an annual report on appeals under these regulations to both Senate and the Board of Trustees and will inform the Pro Vice-Chancellor (Education) of any general recommendations made by Committees of the Board of Trustees during the year.

10.16 Powers of the Board of Trustees

On receipt of the report of the Committee, the Board of Trustees may refer the matter back to the faculty (or the Research Degrees Examination Board, as appropriate) with a recommendation or instruction to the relevant board to amend its original decision.

10.17 Office of the Independent Adjudicator for Higher Education (OIA)

The OIA provides an independent scheme for the review of student complaints. The OIA will only consider cases when the University's internal procedures have been exhausted. It will not intervene in matters which turn purely on academic judgment.

At the end of the appeal process the student will be issued with a Completion of Procedures letter which will confirm the outcome of the appeal.

Following receipt of the Completion of Procedures letter the student is entitled to make an application to the [OIA](http://oiahe.org.uk) (oiahe.org.uk).

Appeal Form

This appeal form is to be completed under the Academic Appeals Procedure, with reference to section 10 of the [Assessment Regulations](#).

HOW TO MAKE AN APPEAL

You have 21 days (including weekends but not university closure days or bank holidays) to submit an appeal from when you receive your decision. Completed appeal forms should be submitted to the Student Resolution Service (SRS) by emailing student-appeals@bristol.ac.uk. See the [Make an academic appeal](#) page on our website for more information.

ADVICE & SUPPORT

Before submitting your appeal talk to your Unit Directors, Personal Tutor, Programme Director or Senior Tutor to better understand the reason for the result or decision against which you wish to appeal.

Contact [Bristol SU | A Union for all students](#), the free and confidential Bristol SU Academic Advice Service for independent advice; help understanding whether you can appeal and help preparing your appeal.

Personal details

Title	Click or tap here to enter text.
Forename	Click or tap here to enter text.
Surname	Click or tap here to enter text.
Student Number (7 digit number on UCard)	Click or tap here to enter text.
Programme of Study	Click or tap here to enter text.
Year of Study	Click or tap here to enter text.
Email Address (University)	Click or tap here to enter text.
Email Address (Alternative contact)	Click or tap here to enter text.

Emails will be sent to the addresses you provide on your appeal form.

If your studies are due to end:

Your university email account will close soon after your studies end. Make sure you provide an alternative email to your university address so we can contact you to tell you the outcome of your appeal.

Appeal details

1. Summary of appeal

Please provide a brief summary of your appeal (200 word limit)

Click or tap here to enter text.

2. Date on which you were notified of the decision against which you are appealing. Please note that you cannot appeal against provisional results.

Click or tap to enter a date.

3. Reason for appeal (ability to tick one or more boxes) link to Section 10.2 of the Assessment Regulations

- A. I believe there has been a material irregularity in the decision-making process sufficient to require that the decision can be reconsidered.**

- i. What do you believe was the material irregularity?

Click or tap here to enter text.

- ii. Which assessment(s), unit(s) did it affect? *Include the unit code and full unit title.*

Click or tap here to enter text.

- B. I believe my performance in assessment was affected by illness or other factors, which I was unable for good reason to divulge before the meeting of the Board of Examiners.**

If you are appealing on this ground, you must give credible and compelling reasons with supporting documentation explaining why this information was not made available prior to the decision being made.

- i. What illness or other factor affected your performance in assessment?

Click or tap here to enter text.

- ii. What was the good reason for not divulging your circumstances at the relevant time?

Click or tap here to enter text.

- C. A penalty for cheating or plagiarism, imposed under the assessment regulations by the school or faculty is wrong or disproportionate.**

The appeals process does not offer an opportunity to repeat discussions held at the school or faculty panel meeting - you must answer the questions below in full to demonstrate how the penalty is wrong or disproportionate.

- i. What was the penalty?

Click or tap here to enter text.

- ii. Include the unit code and full unit title:

Click or tap here to enter text.

- iii. Date of School or Faculty plagiarism panel meeting:

Click or tap here to enter text.

- iv. Why do you believe it was wrong or disproportionate?

Click or tap here to enter text.

4. Is there any other information that would be useful to include?

Please use this section to expand on question 1, making sure that you include a **chronological timeline** of events explaining their significance to the appeal. *When referencing specific units and assessments please include the unit code and full unit title.*

Click or tap here to enter text.

5. Summary of Evidence provided

List here any documents that you are attaching to support your appeal. Please note that it is your responsibility to provide any evidence that you feel is relevant to your appeal, the University will not seek evidence on your behalf. All evidence should be written in English, or, if not, certifiably translated.

Click or tap here to enter text.

Appeal outcome

What outcome or further information are you seeking?

Possible options may include:

- Permitted to progress to next year of study
- Permitted to undertake supplementary year to complete failed unit(s) to satisfactory standard
- Permitted to repeat year in entirety (Health Sciences only)
- Permitted to re-register for programme of study following a required to leave decision
- Permitted to remain on programme of study and not be required to transfer to alternative programme of study
- Degree classification uplift
- Removal of penalties or caps to unit / assessment level outcomes
- Other

Click or tap here to enter text.

Declaration

I declare that the information given in this form is true to the best of my knowledge and that I have consulted the [academic appeals procedure](#) before completing the form.

If any information on this form is not completed correctly the form will be returned which will delay the processing of the appeal.

Signed: Click or tap here to enter text.

Date: Click or tap to enter a date.

Notes

- **Student visa holders. Please note that lodging an academic appeal does not extend your immigration permission in the UK as a student.** If your student visa is due to expire prior to receiving a decision on your appeal, you are still expected to leave the UK before your visa expires. Should you have any questions regarding your student visa and appealing, please contact the International Student Visa Advice and Compliance Team - [Contact us](#) | [Directory of Professional Services](#) | [University of Bristol](#).
- The University will have due regard towards maintaining confidentiality in relation to your appeal but, in order for it to be considered fully, the content may need to be disclosed to members of staff who are involved in putting the Procedure into effect e.g. your Department/School colleagues, as well as staff whose input may be required to respond to the issues you have raised e.g. the Disability Services, Student Wellbeing Service etc. By signing the declaration above you are consenting to the disclosure and sharing of information relevant to the appeal within the University at all stages of the Procedure.

The Bristol SU Academic Advice service at the Students' Union would like to receive your feedback to help them improve the advice they give.

Please tick as appropriate:

I have contacted Bristol SU Academic Advice for advice about this appeal	<input type="checkbox"/>
I give permission for the outcome of my appeal to be shared with Bristol SU Academic Advice	<input type="checkbox"/>

Appeal Progression Form

This form is to be completed when requesting progression of an academic appeal to the University Stage of the appeal process.

Date	Click or tap here to enter text.
Forename	Click or tap here to enter text.
Surname	Click or tap here to enter text.
Student Number (7 digit number on UCard)	Click or tap here to enter text.
Programme of Study	Click or tap here to enter text.
School	Click or tap here to enter text.
Faculty	Click or tap here to enter text.
Email Address (University)	Click or tap here to enter text.
Email Address (Alternative contact)	Click or tap here to enter text.

Nature of Appeal (e.g. required to leave the University/exam penalty)	
Click or tap here to enter text.	
Date of Local Stage Outcome	
Click or tap here to enter text.	
Ground for appeal	
I.	I believe there has been a material irregularity in the decision-making process sufficient to require that the decision can be re-examined. <input type="checkbox"/>
II.	I believe my performance in assessment was affected by illness or other factors, which I was unable for good reason to divulge before the meeting of the Board of Examiners. <input type="checkbox"/>

III. A penalty for cheating or plagiarism, imposed under the examination regulations by the school or faculty is wrong or disproportionate.

Is new information being introduced? This will need to be supported by relevant evidence relating to the affected unit/period

YES NO

Are the following items attached?

• Any letter that you received giving the decision against which you are appealing where available
YES NO

• The appeal form and supporting documents that you submitted at the Local Stage
YES NO

• The letter that you received from the Faculty giving the Local Stage outcome
YES NO

Is there a wellbeing or visa concern that we need to be aware of?

Click or tap here to enter text.

Request for Permission to Submit a Late Appeal

Date	Click or tap here to enter text.
Forename	Click or tap here to enter text.
Surname	Click or tap here to enter text.
Student Number (7 digit number on UCard)	Click or tap here to enter text.
Programme of Study	Click or tap here to enter text.
School	Click or tap here to enter text.
Faculty	Click or tap here to enter text.
Email Address (University)	Click or tap here to enter text.
Email Address (Alternative contact)	Click or tap here to enter text.

<p>Please indicate what outcome or further action you are seeking</p> <p>Click or tap here to enter text.</p>
<p>Date of Appealable Decision</p> <p>Click or tap here to enter text.</p>
<p>Reason for inability to appeal at the appropriate time. This will need to be supported by relevant evidence relating to the entire period since the appeal deadline.</p> <p>Click or tap here to enter text.</p>
<p>Evidence attached?</p> <p>YES <input type="checkbox"/> NO <input type="checkbox"/></p>
<p><i>Is there a wellbeing or visa concern that we need to be aware of?</i></p> <p>Click or tap here to enter text.</p>

10. Turnitin UK

The University uses the Joint Information Systems Committee (JISC) approved Plagiarism Detection Service Turnitin UK (“the Service”), a method of systematically checking student assignments for plagiarism. The Service is operated by iParadigms, in conjunction with Northumbria Learning, the European reseller of the Service, who manage sales and support of the service to UK universities.

1 What is the Plagiarism Detection Service?

The Service searches the world wide web, extensive databases of reference material and content submitted by other students to identify any duplication with your work. The software makes no decisions as to whether a student has plagiarised, it simply highlights sections of text which have been found in other sources. In most cases this text will have been correctly cited. All work will continue to be reviewed by the academic department setting the assignment.

2 How are my assignments used by the Service?

Students (or staff, on behalf of students) can submit assignments to the Service. Your department(s) will have their own arrangements for this. Your work will be stored electronically on a database together with your name, email address, course details and institution. Your work will then be compared for similarity against work submitted by other students at Bristol and from other universities and will be included as source documents in the iParadigms reference database solely for the purpose of detecting plagiarism of submitted papers.

In the event of the Service detecting a high degree of similarity with content in the database, this will be reported back to the University. Your academic department can then investigate as they see fit in line with the University’s Examination Regulations. Any investigation is at the discretion of the University. In this circumstance it is possible that the personal data you have provided may need to be disclosed to academic staff within the other institution(s) from where matching content has been submitted. By signing the University of Bristol’s registration form you are giving your consent for your data to be transferred and used in this way.

3 Who controls the Service?

The University is the recognised Data Controller (being the person who controls the extent and use of data) for the data held or processed by or on behalf of the Service. iParadigms are the Data Processor.

In order for the University to make use of the Service it will be necessary for personal data relating to you to be transferred to countries not governed by EU Data Protection legislation. However, it should be noted that iParadigms, the company processing your data on the University’s behalf, is bound by terms of contract to abide at all times by the Data Protection principles.

4 How long will my data be kept by the Service?

The Service is a long-term initiative and it is the intention that student assignments will be retained indefinitely.

5 What if I want my data to be removed from the Service?

If you do wish to remove your data from the Service at any time you should contact the University TurnitinUK administrator (via email: turnitinuk-admin@bristol.ac.uk), who can make the necessary arrangements with Northumbria Learning. You will receive written confirmation when this has been completed.

6 What if I want to find out what personal data the Service holds on me?

If you wish to find out exactly what personal data the Service holds about you please contact the Information Rights Officer (via email: data-protection@bristol.ac.uk) in the Office of the University Secretary. You will be required to prove your identity before any personal information is disclosed to you – please see the ‘subject access request’ process referred to below. The process will involve the Information Rights Officer contacting Northumbria Learning and iParadigms on your behalf.

It is possible that the University also holds personal data on you in relation to plagiarism which it has received from the Service or elsewhere. Details of how to obtain access to such data is given below in the ‘Further Information’ section.

7 Who owns the Copyright to the work I have submitted to the Service?

The copyright in the content submitted to the Service by you (or by staff on your behalf) remains yours at all times. The Service has no interest in acquiring the intellectual property rights for the content submitted by you. By submitting content to the Service, you are granting a licence to the Service for it to use the copyright in the content for the purposes set out in these Regulations. Please refer below to the ‘Further Information’ section for details of the University’s policy Intellectual Property.

Please note that neither the University, the Service nor its data processors will seek to exploit the content submitted to this Service for any further commercial gain outside the remit of this Service.

8 Further Information

Please see the University of Bristol’s Intellectual Property Policy for Students, which is set out in the Rules and Regulations for Students booklet and on the web at <http://www.bristol.ac.uk/study/undergraduate/after-you-apply/policies/>

Information about how to making a ‘subject access request’, the official process for

requesting copies of information held about you, is available from the Office of the University Secretary at <http://www.bris.ac.uk/secretary/dataprotection/individ/subjectaccess.html>

Further information on TurnitinUK is available from <http://www.submit.ac.uk>.

Introduced September 2003. Revised June 2008.

11. Regulations on Research Practice

1 Responsibility for research in the University

The Head of School is responsible for research conducted within or under the auspices of that School and answers to the Dean, the Pro Vice-Chancellor responsible for research, and the Vice-Chancellor.

2 Research practice

These regulations apply to all members of the University involved in research. This will include staff and undergraduate and postgraduate students. It also applies to those who are not members of the University, but who are conducting research on the University's premises, under the University's auspices or using the University's research facilities.

All those conducting research in the University are expected to:

- maintain professional standards
- be familiar with guidance on best research practice, for example in relation to matters of policy, ethics, finance and safety
- comply with the University Research Governance and Integrity Policy
- observe legal and ethical requirements laid down by the University or other properly appointed bodies involved in the research field
- recognise the importance of good leadership and co-operation in research groups
- take special account of the needs of novice researchers
- document results and keep primary data secure
- question findings
- attribute honestly the contributions of others
- take steps to ensure the safety of all those associated with the research
- report any conflict of interest, actual or prospective, to the appropriate person.

3 Information about research projects

Anyone leading a research project within or under the auspices of the University should ensure that the research complies with relevant legislation and that arrangements are in place for the proper conduct of the research, including but not limited to insurance, ethics, data protection and the protection of intellectual property.

In particular, those leading or supervising research which involves human participants (including but not limited to questionnaires, interviews, human samples and clinical research) must complete a research registration checklist before starting the research (see <http://www.bristol.ac.uk/red/research-governance>).

The University Ethics of Research Policy and Procedure governs the ethics of research across the University and applies to all those conducting research under the auspices of the University.

4 Misconduct

In the event of suspected research fraud or other research misconduct, the matter should be drawn to the University's attention under the Policy on Public Interest Disclosure. The University's Insurance Officer should be notified, in confidence, of any possible future claim, or insurance cover may be lost. The Director of Communications should also be notified, in confidence, in case of media interest.

Approved by Council 5 July 2002. Last updated July 2010.

12. Regulations on Research Misconduct

1 General

These regulations apply to all members of the University involved in research. This will include staff and undergraduate and postgraduate students. It also applies to those who are not members of the University, but who are conducting research on the University's premises, under the University's auspices or using the University's research facilities.

For the purpose of these regulations, the Vice-Chancellor and other officers may act through their properly appointed nominees.

2 Definition of research misconduct

Research misconduct includes the following, whether deliberate, reckless or negligent:

- failure to obtain appropriate permission to conduct research
- deception in relation to research proposals
- unethical behaviour in the conduct of research, for example in relation to research subjects
- unauthorised use of information which was acquired confidentially
- deviation from good research practice, where this results in unreasonable risk of harm to humans, other animals or the environment
- fabrication, falsification or corruption of research data
- distortion of research outcomes, by distortion or omission of data that do not fit expected results
- dishonest misinterpretation of results
- publication of data known or believed to be false or misleading
- plagiarism, or dishonest use of unacknowledged sources
- misquotation or misrepresentation of other authors
- inappropriate attribution of authorship
- fraud or other misuse of research funds or research equipment
- attempting, planning or conspiring to be involved in research misconduct
- inciting others to be involved in research misconduct
- collusion in or concealment of research misconduct by others.

Fraud or other misuse of research funds or research equipment may be dealt with under the University's financial regulations.

3 Procedure in the case of suspected research misconduct

The University has a responsibility to investigate allegations of research misconduct fully and expeditiously. It also has a responsibility to protect researchers from malicious, mischievous, or frivolous allegations.

All those to whom these regulations apply should report any incident of misconduct, whether witnessed or suspected. Members of staff and students are encouraged to raise concerns about suspected research misconduct in confidence under the University's Policy on Public Interest Disclosure.

In the event that serious allegations are made, they will be referred to the Vice-Chancellor under the appropriate disciplinary regulations. The Vice-Chancellor may take immediate action under the disciplinary regulations, or, if the Vice-Chancellor considers it appropriate to do so, he or she may first appoint a panel to investigate the allegations.

If a panel is appointed, it shall normally consist of three members: someone unconnected with the allegation who is a member of the school or faculty, a member of the University from outside the faculty and a member of the Board of Trustees, who shall chair the panel. Members of the panel must be impartial and unbiased. At least one member should have expert knowledge of the area of research involved. The individual or individuals against whom the allegation is made shall be informed of the decision to appoint a panel and shall be given the opportunity to comment on the proposed membership of the panel.

The panel shall take all reasonable steps to preserve the anonymity of the person or persons accused and the person or persons making the allegation, unless this would compromise the investigation. All reasonable steps must be taken to ensure that the investigation is undertaken as expeditiously as possible. The panel may seek legal advice.

The panel shall require the production of such records as are necessary to enable the investigation to proceed and shall secure their safekeeping. The panel may interview the person or persons accused and the person or persons making the allegation, together with anyone else who may have relevant information. Anyone attending for interview may be accompanied by a friend or representative.

The panel shall prepare a report setting out the evidence received, accounts of any interviews conducted and the panel's conclusions. The person or persons accused of research misconduct shall have an opportunity to comment on the report. The report and any comments received from the person or persons accused shall be submitted to the Vice-Chancellor. The panel may also make recommendations to promote best practice in the conduct of research and any such recommendations shall be brought to the attention of Senate and the Board of Trustees.

On receipt of the report, the Vice-Chancellor shall proceed as follows:

- In the event that the panel has found no evidence of misconduct, the complaint shall be dismissed.
- In the event that a complaint is upheld, but the offence found to be insufficiently serious to warrant formal disciplinary proceedings, the matter may be referred to the head of school or other appropriate individual for resolution.
- If the investigation has uncovered prima facie evidence of serious misconduct, then the matter shall be dealt with under the appropriate disciplinary procedures. Action may be taken in respect of members of staff under the Disciplinary Rules for Members of Staff and Disciplinary Procedure for Members of Staff. Action may be taken in respect of students suspected of research misconduct under the Student Disciplinary Regulations or Examination Regulations.

In cases where the outcome implicates someone who is not subject to the University's disciplinary procedures, the Vice-Chancellor shall bring the report to the attention of any appropriate disciplinary or other body.

If the panel finds the allegation to have been malicious or mischievous in nature, the matter may be referred to the Vice-Chancellor to consider whether disciplinary action should be taken against those making the allegation.

Where the research is funded in whole or part by an outside grant, the Vice-Chancellor shall have regard to the guidance issued by the relevant funding body. The Vice-Chancellor shall ensure that any such body is given appropriate and timely information as to the instigation and progress of an investigation and any referral under disciplinary regulations.

In the event of a finding of misconduct, where the person responsible is subject to the regulation of a professional body such as the General Medical Council, the Vice-Chancellor shall consider whether it is appropriate to inform the professional body of any finding.

Where the person responsible has published research, especially research to which the misconduct relates, the Vice-Chancellor shall consider whether it is appropriate to inform journal editors or others of any finding.

Approved by Council 5 July 2002. Last updated July 2010.

13. Intellectual Property Policy for Students

This policy describes the rights of students, the University and others in intellectual property that is created by students during their time at the University.

Students are bound by this policy which is part of the Student Agreement (found [here](#)).

Students should make sure they check and understand the position on ownership of intellectual property at the outset of any project, placement or other arrangement.

Introduction

Intellectual property is a term used to describe legal rights that can exist in ideas generated and works created by individuals. These rights can have value and may be exploited for commercial and other purposes. It is likely that during the course of their studies or research programmes students will create work in which intellectual property rights arise and this policy will apply.

The most common intellectual property rights that might arise include copyright, design rights, patents and trademarks. A more detailed explanation of intellectual property rights that might arise may be found [here](#).

Students covered by the policy

This policy applies to all students registered with the University, whether as undergraduates, post-graduates or in some other research capacity. It also applies if a registered student is employed by the University or another organisation.

The basic principle

Students will own the intellectual property they create through coursework or research while registered as students at the University. This means they are free to exploit this intellectual property as they choose, subject to any wider legal constraints that apply. There are, however, some important exceptions to this basic principle which are set out below.

Exceptions

Students participating in a research project supported by the University or another third party

An organisation funding (or otherwise contributing to or supporting) the research (the “funder”) might make it a condition of funding that any intellectual property rights generated during the project will belong to the funder, or the funder will have rights to use them or the intellectual property is to be available for open access and/or exploitation. In some such cases the University may require the student to assign (which means to transfer) to the University the rights in the intellectual property that is created. The form of the assignment may be found [here](#). In other cases, the funder might require the student to assign (or grant rights to use) the intellectual property rights created by the student to

the funder before the research starts or at its conclusion. Where this occurs the student will be bound by the terms imposed by the funder.

The University or other funder may also require the student to enter into a confidentiality agreement if the research involves the student having access to confidential information.

Collaboration with academics

There are courses and research projects where students will be working with and/or are supervised by academic members of staff. The academic member of staff might contribute the ideas or concept behind the work that the student then develops or students may join existing research teams during the course of their studies.

Any intellectual property created or developed by the student through interactions of this nature must be assigned by the student to the University. The University will then treat the student as it does an eligible member of staff, which will entitle the student to a share of any fees that arise through the exploitation of the intellectual property. The share of the fees (also known as 'royalties') is determined by the level of the contribution made by the student. This is known as 'revenue sharing'. The University has adopted a formal 'Revenue Sharing Scheme' and further details of this are available [here](#).

Note: Prior to joining a research group or starting a project, students will be required to sign the form of assignment, found [here](#).

Students on placements

The organisation offering the placement might make it a condition of the offer that any intellectual property rights created by the student during the placement will belong to the organisation and not to the student. The student may be required to assign the rights to the organisation offering the placement or to the University.

Students employed by the University or another organisation

If a student is employed or sponsored by the University or any other organisation(s) at any time during their course or research programme, the employer(s) or sponsor(s) might own or claim ownership in the intellectual property created by the student during this time. As a matter of general law, employers own the intellectual property rights created by their employees. It is also possible that a sponsor will have a separate agreement with the student or with the University under which the sponsor claims ownership in any intellectual property created by the student.

The University may require the student to assign the intellectual property rights to the University. The University may exercise this right to protect the interests of the employer or sponsor.

The University may also require the student to enter into a confidentiality agreement if the course or research involves the student having access to confidential information.

University use of student-owned intellectual property

Please see section 5 of the Student Agreement regarding the use the University can make of student-owned intellectual property. This permission helps further the University's charitable objects and reflects many funders' requirements for open access and exploitation.

The law gives rights (known as 'moral rights') entitling authors of works in certain situations to be identified as such. The University will respect these rights and will acknowledge students as being the author where the University publishes the student owned work. In other cases where the law does not require this, the student will be acknowledged, where reasonably practicable, in any publication of the University containing the student's work.

Respecting the intellectual rights of others

Students must respect the intellectual property rights of others. This means students must not knowingly claim rights in work created by others, whether academics, students or third parties, or copy such work without the owner's permission. These obligations are described in more detail in the Rules and Regulations for Students.

Other relevant University policies

The University has adopted other policies where there might be some overlap with this policy on intellectual property. These include:

- The Policy on Live Streaming and Recording Educational Activities
- Information Security Policies

Disputes and appeals

If a student wishes to complain about any aspect of their treatment under this policy this must be done through the Students Complaints Procedure, details of which are here.

**Approved by the Board of Trustees
8 July 2022**



STUDENT PARTICIPATION IN RESEARCH PROJECTS

As a student of the University of Bristol (the "University") you are to be involved in a research project that relates to _____(the "Project")¹.

The Project will be carried out using University resources and under the guidance and leadership of _____(the "Supervisor").

Introduction

The Project might result in you creating, developing or contributing towards ideas. These ideas might form the basis of rights that may be legally protected and exploited. These rights could include things like patents, copyright, design rights and secret processes. They are collectively called 'intellectual property rights'. Any intellectual property rights that arise out of the Project will be referred to in this document as 'IP Rights'.

The University, through links with industry, might seek opportunities for the commercial exploitation of the IP Rights. If income is received by the University by exploitation of the IP Rights, and you contributed towards these, you might be entitled to a share of such income under the University's Revenue Sharing Scheme (the 'RSS'). This right to a share is on the same basis as if you were a member of University staff. A copy of the RSS is available [here](#).

It is also possible that confidential information will be shared with you as part of the Project or as part of other activities you might be involved in whilst at the University. Confidential information includes things like formulae, processes, technical, scientific, business and financial data and other information that is not publicly available. You should assume all such information is confidential unless the University advises otherwise.

It is a condition of your participation in the Project that you agree to be bound by a set of terms that confirm the rights of the University and you in the IP Rights and which protect wrongful disclosure of confidential information. **You should enter into one of these agreements for each project you are involved with.**

Agreement

You now agree to the following:

1. As between us any IP Rights that arise out of the Project shall belong to the University. If any such rights are capable of being transferred, you transfer these now to the University. However, copyright in any thesis you produce out of the Project will belong to you.
2. You have not and will not give anyone else any rights in the IP Rights unless this is agreed beforehand by the University in writing. You confirm have not copied or otherwise used others' work in creating the IP Rights.
3. The University may, at its sole discretion, transfer any of the IP Rights to others or grant licences to others to use them.
4. If required to do so by the University, you will waive any moral rights you might have in any work generated by you as part of a Project. The University will only require this where it is made a condition of a Project by a third party funding or commissioning the Project.
5. You will complete any other documents and do such things as are reasonably required by the University to ensure the University has the benefit of the rights given to it under this agreement.
6. You appoint the University to be your attorney (i.e. your legal representative) to do things in your name and on your behalf, to complete documents, use your name and to do everything necessary or desirable for the University to obtain the full benefit of this agreement, but not for any other purpose. A certificate in writing, signed by any officer of the University, that any document or act falls within the authority given by this appointment shall be conclusive evidence that such is the case so far as any third party is concerned. This appointment cannot be revoked.

¹ @Supervisor -if there is more than one Project; please contact [Research Contracts Team](#) otherwise delete this footnote
Student- ip – assignment (v2, 2022)

7. You promise to notify the University promptly if you change your residential address in the future, using the University Student Info, Bristol Connects application or their replacements.
8. You will not share any details of the IP Rights or any confidential information with anyone without the prior written consent of the University. This restriction does not apply if you are required by law to disclose the relevant details or where the information is already publicly available.
9. The decision of the University on your participation in the RSS for the apportionment of income arising out of the exploitation of the IP Rights shall be final.
10. The University may disclose this agreement to third parties where this is necessary to show ownership of the IP Rights.
11. This agreement is governed by English Law and if a dispute arises between the University and you then this will be referred to the English courts for a decision.

The terms above shall survive termination of the Project.

You are advised to seek independent legal advice before signing this deed poll if there are any aspects which you do not understand. You must sign (and have witnessed) this agreement and return it to us; keep a copy for your own records too.

Done as a Deed by the Student, delivered and effective on:

Date: _____

Signed as a deed by the Student: _____

Student Name: _____

Address: _____

Print Full Name: _____

Signed in the presence of:

Signature of witness: _____

Name of Witness (print): _____

Address: _____

Occupation: _____

The supervisor must send the signed agreement to the RED Contracts Administrator. Please ensure one document is prepared for each Project for each student.

14. Live Streaming and Recording Educational Activities

Background

1. This Policy has been written to support, enable and promote the live streaming and recording of educational activities at the University of Bristol.
2. In this Policy, educational activities include but are not limited to lectures, laboratory demonstrations, presentations, seminars, tutorials and assessment activities. These may be recorded by the University in real time with students present, or pre-recorded by staff for asynchronous use by students and other members of the University.
3. Recent developments in digital tools and pedagogic approaches are transforming the potential use of audio and video materials for educational purposes.
4. There are considerable benefits to our students in recording for educational purposes, including:
 - Flexible learning – anytime and anywhere access to learning materials, learning which can occur at the student’s own pace;
 - Multi-modal learning – providing learning materials in multiple formats to suit individual learning preferences;
 - Deep learning – including the ability to evaluate and contextualise learning materials over time, or to revisit complex concepts to increase understanding;
 - Digital capabilities – providing opportunities for students and staff to develop digital skills and capabilities;
 - More diverse teaching - for example the use of recorded material for viewing in advance of scheduled teaching sessions to create space for more interaction during the class or lecture;
 - Improved accessibility – particularly for students with special educational needs or whose first language is not English, or who may need to study away from Bristol.
5. Recordings have multiple possible uses, such as short videos for students to watch before seminars, presentations which inform students’ option choices, interactive enrichment materials, and recording events and lectures.
6. The recording of educational activities is an important part of the University’s strategy to enhance the quality of the student experience, and promote more inclusive and flexible learning and teaching.

Purpose of this Policy

7. To better support our educational objectives, in many situations we will record the audio, projected or created content and where possible video of teaching. In some circumstances we will stream live educational activities to reach students who cannot be on campus or whose courses are designed as distance learning; these live streams may also be recorded. To that end we want to make certain that the necessary rights and protections are in place to enable this.

8. However, it is important that staff and students understand what recording is not designed to do. The University recognises and acknowledges that:
 - Recordings and live streams are not intended to replace student contact time or reduce student attendance at classes on campus where this is provided, and attendance is expected. They are provided to support student learning and enrich the student experience;
 - Not all teaching materials and styles are suitable for recording (see paragraph 27) and staff should not feel required to change their preferred teaching style simply to ensure that it can be recorded.

Rights and responsibilities

9. The recording of educational activities requires clarity about the rights and responsibilities of the University, staff and students in respect to copyright and other intellectual property rights.
10. In line with staff contracts of employment, the University of Bristol will hold the copyright in the recording (including rights in the sound recording). This will enable continued use of the recording for the specific educational outcomes outlined in this Policy.
11. Staff own the performance rights in the recording of their teaching activities. By recording their teaching, staff give permission to the University to capture the educational activities and use the rights in any performance solely for educational purposes. Unless there is an agreement to the contrary any recordings will only be used by the University for educational purposes and not for professional capabilities review purposes (see Ordinance 29). Use for non-educational purposes will require explicit permission of the lecturer. The rights granted in this clause are irrevocable.
12. The University of Bristol may use, reproduce, and modify the format and display of the recordings (subject to the use criteria set out in paragraph 11) but not to modify the substance of its content. Staff waive all moral rights which might otherwise constrain this.
13. In summary staff who undertake recording of educational activities assign all rights, title and interest in and to the recording to the University of Bristol save in respect of performance rights where a licence is given.
14. The University of Bristol acknowledges staff have the right to request and be provided with a copy of the recording.
15. The University will acknowledge the lecturer as the author and performer of the recording wherever possible.
16. Staff have responsibility to ensure they comply with copyright legislation relating to their lectures and educational activities. Staff acknowledge their responsibility to ensure that use of third party copyrighted materials in the recordings is not in breach of data protection legislation or of any confidentiality obligations and does not infringe any third party's intellectual property rights.
17. Students give the University permission to use and record any performance by them that may be captured in the recordings for educational purposes as set out in this Policy and waive all moral rights which might otherwise constrain this.

18. Staff who create recordings must comply with the requirements for captioning materials which are available from the Digital Education Office.

Safe Keeping

19. For data security purposes and to avoid misuse or unauthorised use of University of Bristol materials, teaching must be provided on the University approved and supported platforms. Recordings of materials designed for use in credit-bearing units

for current University of Bristol students must be submitted to University approved platforms, principally Blackboard or RePlay, and must not be posted to publicly available sites, such as YouTube. Details of the University approved and supported platforms are available here:

<https://uob.sharepoint.com/sites/itservices>; and

<https://www.bristol.ac.uk/digital-education/tools/>

20. Recordings submitted to RePlay and Blackboard with their accompanying materials will be stored securely and be password protected. These recordings will only be accessible by relevant students or University staff who have authorised access, such as unit heads and system administrators.
21. Where technically possible, recordings with their accompanying materials made for educational purposes will be made available to students for the duration of their programme of study. Recorded teaching materials may be made available to subsequent cohorts at the discretion of the unit director, though not with the intention of replacing live teaching. The University will withdraw recordings which are no longer in use, and dispose of them, save any retention for archival purposes or historical interest at the School's request.
22. Use of recordings and their accompanying materials made for educational purposes beyond that set out in paragraph 21 will require the explicit permission of the teaching staff featured in the recording.

Recording and Not Recording

23. The University has a legal obligation to provide learning in alternative formats for some students (e.g. disabled students may need a recording as part of the 'reasonable adjustment' process). This alternative format may be a recording of teaching. This obligation must be met.
24. If the University has an overriding legal obligation to provide a recording then a recording will be made in accordance with the University's legal obligations and staff may not opt out of recording in accordance with paragraph 26. Where these recordings can be provided using the institutional, automated service they should be, to reduce student anxiety and provide a supportive and inclusive learning environment.
25. If no legal obligation exists to require a recording to be made (paragraphs 23 and 24) the University expects that all scheduled teaching sessions which include any substantial element of teacher input (e.g. mini-lecture, interactive lecture, teacher feedback to the group on an assignment) should be recorded where facilities

exist. For online sessions, recording functionality is likely to be available in all sessions. For face to face sessions, it will normally only be available in those teaching spaces equipped with Re/play or a microphone and Mediasite Desktop Recorder.

26. If a member of staff feels that their teaching which otherwise meets the conditions of paragraph 25 would not be suitable for recording, or if a member of staff is entitled to reasonable adjustments to their working arrangements which would require an exemption from some aspects of this policy, they must obtain the prior approval of their Head of School or his/her nominee to opt out of recording. The Head of School or his/her nominee will consider the criteria below (paragraph 27 – criteria for not recording) in reaching a decision. During the Head of School's term of office, the decision for each unit need not be sought afresh in subsequent years, unless the unit is substantially redesigned.
27. Recording may not be appropriate where a substantial proportion of the educational activities:
 - a. contain confidential or personal information,
 - b. are commercially or politically sensitive,
 - c. include such a degree of interaction with students that recording is not viable,
 - d. are delivered in a way that makes recording unsuitable, e.g. extensive use of whiteboard or chalk board.
28. If, during a class or lecture, it transpires that part of that individual class or lecture is not suitable for recording these elements may not be recorded (see paragraphs 27, 35 and 36).

Streaming and Recording of Students

29. As part of students' studies, students' participation in teaching activities and assessments may be streamed or recorded and these recordings used and made available for educational purposes.

Recording Notice

30. Students must normally be made aware at the beginning of each class or lecture when recording of educational activities takes place.

Editing

31. To minimise impact on staff workloads and ensure prompt access for students, automated recordings of some timetabled teaching are automatically published. Where recordings are not automatically published staff must ensure that they are made available to students as quickly as possible. Staff can review and edit a recording before it is made available to students. Staff can manually publish recordings and recall recordings for editing once published.

Reasonable Adjustments

32. Reasonable adjustments will be made for disabled students which may include but are not limited to the provision of recordings of teaching with subtitling where this is required. Should a member of staff need a reasonable adjustment in order to facilitate the preparation of a recording, s/he should contact the Digital Education Office.

Take down

33. If a member of staff or student becomes aware that defamatory, inaccurate or infringing material is included within a recording or any other reason why it would be expedient for the University to recall a recording, they should contact the Digital Education Office.

Data Protection

34. Subject to the right to not record set out in paragraphs 27 and 28 of this Policy, the University will (i) record and make the recordings available in accordance with this Policy; and (ii) process “personal data” and “special category data” in accordance with the University’s Data Protection Policy and data protection legislation <https://www.bristol.ac.uk/secretary/data-protection/policy/>
35. This Policy is not intended to prevent or inhibit the free discussion of academic content, opinion and reflection which is core to teaching, learning and assessment in higher education. In contributing to recorded teaching and other educational materials, students and staff should consider whether they wish to include special category data, since this data will form a part of the recording which will be made available as detailed in this document. Special category data is certain types of personal data such as: racial or ethnic origin, political opinions, religious or other similar beliefs, trade union membership, physical or mental health or sexual life or orientation.
36. A student or member of staff may ask for a recording to be paused so that material of this nature is not recorded. A student or member of staff who wishes a completed recording to be edited or withdrawn in order to remove material of this nature should contact the Digital Education Office.

Visitors

37. Express, documented consent is required for (i) the streaming and recording of persons who are not University of Bristol students, members of staff or honorary members of staff speaking at lectures or events and (ii) making their recording and materials available via Re/Play and a consent form must be completed. This form is available from the Digital Education Office.

Students’ Rights to Record

38. Disabled students who are known to Disability Services may record lectures or

other formal teaching sessions as a reasonable adjustment for disability related reasons and must follow this policy.

39. It is not expected that students will routinely need to make their own recordings of teaching and learning. Where students do need to make such recordings they cannot do so without the prior consent of the lecturer and the other participants. This is because recording the seminar or tutorial may well also capture special category data of staff and students and/or members of the public.
40. Any recording made by a student must only be used as a personal aid for study purposes. Students may not share, publish or otherwise make the recording available in whole or in part to any other person. Students must delete the recording as soon as they cease to be a student of the University. The University will own the copyright in any recording that a student makes.
41. In relation to where the University supplies or makes recordings of educational activities available to students:
 - a. the University will own the copyright and all other intellectual property rights in the recordings; and
 - b. the recordings must only be used by the student as a personal aid for study purposes. The student may not share, publish or otherwise make the recording available in whole or in part to any other person.
42. The University reserves the right to enforce student disciplinary regulations where students do not adhere to the conditions outlined in this policy.

Further information

For any queries relating to Data Protection please contact the Information Governance Manager at data-protection@bristol.ac.uk

For any queries relating to learning and teaching, the use of recording software and materials development please contact the Digital Education Office
<http://www.bristol.ac.uk/digital-education>.

Key Reference Documents Legal

More information about copyright at the University can be found at www.bristol.ac.uk/library/use/copyright/

Accessibility

More information about the University's obligations can be found at <http://www.bristol.ac.uk/disability-services/study-support/reasonable-adjustments/> and <http://www.bristol.ac.uk/style-guides/web/policies/>

Use of Facilities

15. Regulations for the Use of Library Services and Facilities

1. Introduction

1.1 The University of Bristol Library service comprises: the Arts and Social Sciences Library, the Medical Library, the Queen's Building Library, the Wills Memorial Library, the Education Library, the Worsley Chemical Library, the Maria Mercer Library, the Biological Sciences Library, the Veterinary Science Library and the Research Reserve at Brislington. The service also oversees operations of four Study Centres: Beacon House, Grace Reeves, Hawthorns Study Centre and Senate House.

1.2 The Library service is available throughout the year. Opening times and locations can be found at: <http://www.bristol.ac.uk/library/locations-opening/>

1.3 The University Card acts as the Library Membership Card (as well as the identity card) for all students, members of staff and members of the Board of Trustees. The University Card (or, for registered external users, the University of Bristol Library Card) must be presented on request, whether to gain access to the Library, or to prove identity, or to borrow books in the Library. The University Card must not be given to, or used by, anyone else.

1.4 Throughout these regulations the term 'book' is deemed to include all types of material in physical format (e.g. printed books, printed journals, DVDs, etc.) provided by the libraries of the University.

1.5 All users of the library's electronic resources must comply with both the "copyright law"¹ and publishers' licence terms and follow the "Code of conduct for the use of computing facilities"².

2. Admission

2.1 Admission to membership of the Library is subject to individuals being and remaining in good standing and may be refused or suspended by the Director of Library Services subject to paragraph 5 below.

2.1.1 The following categories of persons are entitled to all privileges, subject to registering as a member of the Library: a) members of the Board of Trustees; b) members of staff; c) enrolled students of the University.

2.1.2. The following categories of persons may be granted a limited range of borrowing facilities, at the discretion of the Director of Library Services, subject to registering as a member of the Library: a) former members of the University of Bristol's staff who have at least 10 years of continuous service who have either: (i) reached the State pension age, or (ii) had no further employer; b) graduates of the University of Bristol and associate members of Convocation (on payment of a fee); c) designated representatives of certain institutions which have corporately been

¹ www.bris.ac.uk/secretary/legal/copyright/

² www.bristol.ac.uk/it-services/about/policies/code-of-conduct

granted library privileges (a fee may be charged); d) members of groups for which special arrangements have been agreed (a fee may be charged); e) such other persons as the Director of Library Services may consider eligible (a fee may be charged, but may be waived for members of approved library reciprocal borrowing schemes).

2.1.3 The following categories of persons may be allowed to use the library facilities for reading and reference, subject to satisfactory registration: a) graduates of the University of Bristol and associate members of Convocation; b) during University of Bristol Summer vacations, other students of universities and institutions of higher education on production of their institution's ID/Library card; c) such other persons or designated representatives of other approved institutions as the Director of Library Services may consider eligible (a fee may be charged, but may be waived for members of approved library reciprocal borrowing schemes); d) such other persons as the Director of Library Services may consider eligible subject to satisfactory registration.

2.2 Readers from outside the University may be subject to restrictions on the times when they may use the library services and facilities.

2.3 Readers wishing to use any library within the University are expected to acquaint themselves with and observe any particular regulations in force in that library.

3. Conduct

3.1 Users are required to carry proof of Library membership when in any of the University libraries or study spaces, and to produce this on request by any member of library or security staff.

3.2 Conversation or any behaviour likely to disturb or inconvenience other users must be avoided in the quiet study areas. Speaking into mobile telephones is not permitted except in designated areas. Within the library telephones must be set to silent mode.

3.3 Eating and drinking are not permitted except in designated areas, and elsewhere only water from bottles or a library water fountain.

3.4 Books, equipment and furniture must not be damaged or defaced in any way.

3.5 Loss of, or damage to, books must be reported immediately. The user responsible may be required to make good any such loss or damage.

3.6 Any member of staff is empowered to enforce the regulations.

3.7 Subject to paragraph 5 below, the Director of Library Services has power to restrict or suspend the library privileges of any user contravening these regulations.

3.8 Users are required to comply with the provisions of copyright law and with any restrictions imposed by publishers' and suppliers' licences when using library material. The Library and its resources are to be used for the purpose of academic learning and research alone and not for other forms of commercial gain.

3.9 Personal belongings may be brought into the Library at the discretion of the staff and at the user's own risk. The Library cannot be held responsible for loss of, or damage to, personal property.

4. Borrowing

4.1 Books may normally be borrowed in accordance with the appropriate procedures laid down in each library; certain classes of books, however, are either confined permanently or available for restricted loan only.

4.2 No book may be borrowed until the appropriate borrowing procedure for that library has been followed. The Director of Library Services is authorised to impose a fine of not more than £30 in respect of any attempt to remove a book without following the appropriate borrowing procedure.

4.3 Users are responsible for all books borrowed in their name. Their responsibility is not transferable and ends only when the appropriate return procedure has been completed.

4.4 Books must be returned by the date or time due. Users are expected to check their online borrower record and University email frequently and respond to Library notices. Users who fail to return a book by the due date or time will have their library account automatically blocked. Failure to return a book that has been requested may result in the cost of a replacement copy being charged
<http://www.bris.ac.uk/library/use/borrowing/>

4.5 Users leaving the University must return all books on loan and pay all outstanding charges before the end of their course or before they leave. Subscribing users must return all their books before the period of their subscription expires. Users who fail to return their books will be charged for the cost of replacement. In the case of those graduating the books must be returned, or the cost of replacement paid, and all other outstanding charges paid, at least one week before the award of their degree.

5. Powers of the Director of Library Services

The Director of Library Services has discretionary power to restrict, suspend or refuse library membership, to refuse to lend, or to recall any book at any time. Suspension of membership of an enrolled student under these regulations is a temporary measure only and will be referred to the Vice-Chancellor as soon as possible for further consideration under the student disciplinary procedures.

Last updated January 2019

16. Information Security Policy – Acceptable Use

Contents

Information Security Policy – Acceptable Use

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1. Introduction

This Acceptable Use Policy is a sub-policy of the Information Security Policy (ISP-01) and sets out the responsibilities and required behaviour of users of the University's information systems, networks and computers.

2. Scope

All members of the University (staff, students and associates), members of other institutions who have been granted federated access to use the University's facilities, together with any others who may have been granted permission to use the University's information and communication technology facilities by the Chief Information Officer are subject to this policy.

3. Policy

3.1. User Identification and Authentication

Each member will be assigned a unique identifier (userID) for their individual use. This userID may not be used by anyone other than the individual user to whom it has been issued.

Each member will be assigned an associated account password which must not be divulged to anyone, including IT Services staff, for any reason. This University password must not be used as the password for any other services, including for University accounts providing privileged access (such as administrative accounts for finance or HR systems), or any external services (for example social media sites). Individual members are expected to remember their password and to change it if there is any suspicion that it may have been compromised.

University members will be asked to set up multi-factor authentication (MFA) as a requirement to authenticate to University systems.

In addition to a password, authentication methods may include use of an authentication app on a mobile phone or another device, such as a USB security key, or a one-time code sent to a phone.

Information given to the University for MFA will be stored securely and only used for authentication purposes. It will be stored by the University or a University trusted provider and will not be provided to any third party without the user's written consent unless the University is required to do so by law.

All administrative or highly privileged accounts must have multi-factor authentication enabled where available.

Each member will also be assigned a unique email address for their individual use and some members may also be given authorisation to use one or more generic (role based) email addresses. Members must not use the University email address assigned to anyone else without their explicit permission.

Email addresses are University owned assets and any use of these email addresses is subject to University policies.

3.2. Personal Use of Facilities

University information and communication facilities, including University networks, email addresses and computers, are provided for academic and administrative purposes related to work or study at the University. Very occasional personal use is permitted but only so long as:

- it does not interfere with the member of staff's work nor the student's study
- it does not contravene any University policies
- it is not excessive in its use of resources.

University facilities should not be used for the storage of data unrelated to membership of the University. In particular, University facilities should not be used to store copies of personal photographs, music collections or personal emails.

Members of staff and research postgraduates should not use a personal (non-University provided) email account to conduct University business and should maintain a separate, personal email account for personal email correspondence. University members must not configure their University email account to automatically forward incoming mail to third party services with which the University has no formal agreement. Where University members are permitted to use non-University provided email clients, these must not synchronise email data with cloud services with which the University has no formal agreement.

The use of University facilities to mine, harvest or farm cryptocurrency for non-research purposes is specifically prohibited. Any research driven activity must be approved by the appropriate Head of School.

All use of University information and communication facilities, including any personal use, is subject to University policies, including the Investigation of Computer Use Policy (ISP-18).

3.3. Connecting Devices to University Networks

In order to reduce risks of malware infection and propagation, risks of network disruption and to ensure compliance with the JANET Acceptable Use and Security policies, it is not permitted to connect personally owned equipment to any network socket which has not been provided specifically for the purpose. It is permissible to connect personally owned equipment to the University's wireless networks.

Any device connected to a University network must be managed effectively. Devices that do not comply with IT Services' standards for effective management are liable to physical or logical disconnection from the network without notice.

3.4. Use of Services Provided by Third Parties

Wherever possible, members should only use services provided or endorsed by the University for conducting University business. The University recognises, however, that there are occasions when the services offered by the University are unable to meet the legitimate business requirements of its members. On these occasions, members must liaise with IT Services to identify and onboard third-party solutions.

Further information is available in the Information Handling Policy (ISP-07) and the Outsourcing and Third Party Compliance Policy (ISP-04).

3.5. Unattended Equipment

Computers and other equipment used to access University facilities must not be left unattended with the device logged in and unlocked. Members must ensure that their computers and other devices are locked before being left unattended. Care should be

taken to ensure that no restricted information is left on display on the computer or other device when it is left unattended.

Particular care should be taken to ensure the physical security of University supplied equipment when in transit.

3.6. Unacceptable Use

In addition to what has already been written above, the following are also considered to be unacceptable uses of University facilities. These restrictions are consistent with the JANET acceptable use policy (by which the University is bound) and the law.

- Any illegal activity or activity which breaches any University policy (see the Compliance Policy - ISP-03).
- Any attempt to undermine the security of the University's facilities.
- Providing access to facilities or information to those who are not entitled to access.
- Any irresponsible or reckless handling of University data (see the Information Handling Policy - ISP-07).
- Any activity proscribed by the Computer Misuse Act 1990.
- Any use which brings the University into disrepute.
- Any use of University facilities to bully, harass, intimidate or otherwise cause alarm or distress to others.
- Sending unsolicited and unauthorised bulk email (spam).
- Creating, storing or transmitting any material that infringes copyright.
- Creating, accessing, storing or transmitting defamatory material, obscene material, indecent material, extreme pornographic material, and prohibited images of children. (In the unlikely event that there is a genuine academic need to access such material, the University must be made aware of this in advance and prior permission to access must be obtained in writing from the Chief Information Officer.)
- Creating, accessing, storing, relaying or transmitting any material with such intent to radicalise themselves or others (having regard to the University's Prevent Duty under s.26 Counter Terrorism and Security Act 2015 to have due regard to the need to prevent people from being drawn into terrorism). Researchers who intend to access, store or distribute such material legitimately in the course of their work must seek written permission in advance from the appropriate Research Ethics Committee, who may liaise with the University Secretary's Office. Once ethical approval has been granted, Information Security and the University Secretary's Office should be notified of this approval. If a member of the University community believes they may have encountered a breach of this provision, they should immediately contact the University Secretary.
- Using software that is only licensed for limited purposes for any other purpose or otherwise breaching software licensing agreements.
- Using remote access and remote control computer software that has not been approved by IT Services to remotely connect to University devices and networks.
- Using computers as servers unless registered with and authorised by IT Services.
- Failing to comply with a request from an authorised person to desist from any activity which has been deemed detrimental to the operation of the University's

facilities.

- Failing to comply with a request from an authorised person for you to change your password.
- Attempting to re-identify individuals from pseudonymised or anonymised data except when conducting a legitimate and approved business function.

Users are strongly encouraged to report any breach or suspected breach of the University's Information Security Policies to IT Services.

3.7. Penalties for Misuse

Minor breaches of policy will be dealt with by IT Services. Heads of Department may be informed of the fact that a breach of policy has taken place. More serious breaches of policy (or repeated minor breaches) will be dealt with under the University's disciplinary procedures.

Where appropriate, in consultation with the University Secretary's Office, breaches of the law will be reported to the police. Where the breach has occurred in a jurisdiction outside the UK, the breach may be reported to the relevant authorities within that jurisdiction.

17. Information Security Policy – Investigation of Computer Use

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1. Introduction

This Investigation of Computer Use Policy is a sub-policy of the Information Security Policy (ISP-01) and outlines the circumstances in which it is permissible for the University to monitor and access the IT accounts, communications and other data of its members.

The University respects the privacy and academic freedom of its staff and students and recognises that investigating the use of IT may be perceived as an invasion of privacy. However, the University may carry out lawful monitoring of its IT systems when there is sufficient justification to do so and when the monitoring has been authorised at an appropriately senior level as defined in 'Authority' section of this policy.

Staff, students and other members should be aware that the University may access records of use of email, telephone and other electronic communications, whether stored or in transit. This is in order to comply with the law and applicable regulations, to ensure appropriate operation and use of the University's IT systems and to ensure compliance with other University policies. Routine monitoring to ensure the security and effective operation of University IT systems occurs at all times, though more targeted monitoring and access to records and logs may also occur. All access and monitoring will comply with UK legislation including the Regulation of Investigatory Powers Act 2000 (RIPA), Investigatory Powers Act 2016, the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 (LBP), the Human Rights Act 1998 (HRA) and the UK data protection regime.

2. Scope

Members of the University (as defined in University's Constitution: Ordinance 9, section 7) together with any others who may have been granted permission to use the University provided information and communication technology facilities are subject to this policy.

Exceptions to this policy may include communications carried out on, or data housed in, areas of the University network that for contractual or legal compliance reasons are exempted, for example autonomous networks specifically obtained for these purposes and for which an agreement has been obtained with IT Services and the University Secretary's Office.

3. Policy

3.1. Authority

Decisions to access the IT accounts, communications or other data of members will not be taken by IT Services nor any member of the faculty/division of the individual to be investigated in order to ensure that such requests are free of bias and are not malicious.

Decisions to undertake such investigations will therefore be made by the Deputy University Secretary and Director of Legal Services, or the Information Governance Manager, or an appropriate nominee of either position, who will also determine the scale of the work to be undertaken.

3.2. The University's Powers to Access Communications

Authorised University staff may access files and communications, including electronic mail files, stored on any IT facilities owned, managed or provided by the University and may examine the content of these files and any relevant traffic data.

The University may monitor use of IT facilities, access files and communications for the following reasons:

- to ensure the confidentiality, integrity and availability of its data (for example the University may take measures to protect systems from, and actively monitor for, viruses and other threats to information security);
- to establish the existence of facts relevant to the business of the institution when it has been appropriately authorised, for the purpose of an investigation carried out under any relevant University policy or Ordinance;
- to investigate or detect unauthorised use of its systems;
- to investigate or detect unacceptable use of its systems as defined by Acceptable Use Policy (ISP-09) ;
- to gain access to communications relevant to the business of the University (for example, checking email accounts when staff are absent, on holiday or on sick leave);
- to comply with subject access requests under the Data Protection legislation or information requests under Freedom of Information Act (individuals would under normal circumstances be notified).
- or for any other reason to ascertain compliance with regulatory or self-regulatory practices or procedures relevant to the University's business when appropriately authorised.

3.3. The Powers of Law Enforcement Authorities to Access Communications

A number of other non-University bodies and persons may be allowed access to user communications under certain circumstances. Where the University is compelled to provide access to communications by virtue of a Court Order or other competent authority, the University will disclose information to these noninstitutional bodies/persons when required and in response to legitimate requests as allowed under the Data Protection Act 2018.

For example, under the Regulation of Investigatory Powers Act 2016 or other relevant legislation, a warrant may be obtained by a number of law enforcement bodies regarding issues of national security, the prevention and detection of serious crime or the safeguarding of the economic well-being of the UK.

3.4. Other Third Parties

The University makes use of third parties in delivering some of its IT services. These third parties may intercept communications for the purpose of ensuring the security and effective operation of their service (for example, a third party which provides email services to the University may scan incoming and outgoing email for viruses and spam).

Information on our current email provider for staff, Microsoft, can be found at the below website: <https://www.microsoft.com/en-gb/trust-center/product-overview>

The University may also make use of third party services to ensure the security of its information and IT assets. For example, this may include monitoring of University network traffic and device activity, vulnerability scanning or penetration testing being carried out by a third party on behalf of the University.

3.5. Covert Monitoring

Covert monitoring of computer use will only be authorised in exceptional circumstances where there is reason to suspect criminal activity or a serious breach of University regulations and notification of the monitoring would be likely to prejudice the prevention or detection of that activity. The period and scope of the monitoring will be as narrow as possible to be able to investigate the alleged offence and the monitoring will cease as soon as the investigation is complete. Only information gathered in relation to the alleged offence will be retained. This information will only be viewed by those for whom access is strictly necessary, for example in relation to potential disciplinary proceedings.

3.6. Procedure

Requests for investigation under this policy may be made by any Member of the University, although typically the request will come from a head of department, school or division.

Occasionally requests are made from outside of the University, for example by the police. The request should be made to the

University Secretary's Office and should include the following information:

- a. the name and department of the student or staff member whose computer or computing activity you wish to be investigated;
- b. the reasons for the request;
- c. where computer misuse is alleged, the evidence on which this is based;
- d. the nature of the information sought;
- e. how the requested information will be used
- f. any other relevant information, for example, that the request relates to ongoing disciplinary or grievance procedure.

In order to monitor the number and type of requests made, the University Secretary's Office will keep a record of the requests that have been made and those which were acceded to.

4. Further Guidance

Acceptable Use Policy (ISP-09):

<http://www.bristol.ac.uk/media-library/sites/infosec/documents/ISP-09.pdf>

18. Car Parking Regulations

The following rules govern the use by students of University car parking area within the University Precinct.

Car parks

Car parking spaces in the University precinct are reserved for University staff and official visitors during normal working hours, i.e. Monday to Friday, 8 am to 5 pm, throughout the year, and students may not drive into or park motor vehicles in any University car park during these times. (Students with a mobility impairment may apply to Security Services for a special car parking permit.)

Students may park vehicles in these car parks at all other times, i.e. during the evenings and at weekends.

Parking in the private access or exit road or area to or from any University car park is strictly prohibited, for reasons of safety.

Offending vehicles will be subject to a Civil Parking Charge, the cost is £120 but reduced to £60 if paid within 14 days; no prior warning will be given.

Motor cycle parks

There are limited facilities for parking motor cycles in the precinct.

Last amended July 2009.

General

19. Whistleblowing Policy

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6. Investigation and outcome
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9. Protection and Support for Whistleblowers
10. Contacts

APPENDIX

Whistleblowing Flow Chart

1. ABOUT THIS POLICY

- 1.1 The University of Bristol (**we/our/us**) is committed to conducting our business with honesty and integrity, and we expect all staff to maintain high standards. However, all organisations face the risk of things going wrong from time to time, or of unknowingly harbouring illegal or unethical conduct. A culture of openness and accountability is essential in order to prevent such situations occurring and to address them when they do occur.
- 1.2 This policy covers our staff (including employees, officers such as members of the Board of Trustees (**BoT**), consultants, contractors, paid interns, casual workers and agency workers) and students.
- 1.3 The aims of this policy are:
- (a) To encourage staff and students to report suspected wrongdoing as soon as possible, in the knowledge that their concerns will be taken seriously and investigated as appropriate, and that their confidentiality will be respected.
 - (b) To provide staff and students with guidance as to how to raise those concerns.
 - (c) To reassure staff and students that they should be able to raise genuine concerns without fear of reprisals, even if they turn out to be mistaken.
- 1.4 This policy has been implemented following consultation with our recognised trade unions. This policy is non-contractual and it may be amended by the University at any time.

2. RESPONSIBILITY FOR THE POLICY

- 2.1 The BoT has overall responsibility for this policy, and for reviewing its effectiveness.
- 2.2 The Whistleblowing Officer (**WBO**) has day to day operational responsibility for this policy.
- 2.3 Our WBO is Lucinda Parr, Registrar and Secretary. Contact details can be found at the end of this policy. If the WBO is unavailable or absent from the University the Deputy Vice-Chancellor and Provost (DVC) may act as WBO. If for any reason the DVC is also absent either they or the Chair of the Audit and Risk Committee may appoint a senior member of the University to act as WBO.
- 2.4 The WBO, in conjunction with the BoT shall review this policy from time to time.
- 2.5 The WBO will report annually to the BoT (via the Audit and Risk Committee) on the operation of the policy and (subject to section 5 below) whether any disclosures have been made.

2.6 All staff and students are responsible for the success of this policy and are encouraged to use this policy to raise any Whistleblowing Concerns. Staff and students are invited to comment on this policy and suggest ways in which it might be improved. Comments, suggestions and queries should be addressed to the WBO at [University- Secretary@bristol.ac.uk](mailto:University-Secretary@bristol.ac.uk).

2.7 Managers and other staff who may deal with Whistleblowing Concerns or investigations may take advice from the Secretary's Office who may, on behalf of the WBO issue guidance from time to time and may provide training.

3. WHAT IS WHISTLEBLOWING?

3.1 For the purposes of this policy a **Whistleblower** is a person who discloses information which in their genuine and reasonable belief is in the public interest and which tends to show one or more of the following:

- (a) criminal activity;
- (b) failure to comply with any legal obligation;
- (c) miscarriage of justice;
- (d) danger to health and safety;
- (e) damage to the environment; and
- (f) the deliberate concealment of any of the above. referred to as **Whistleblowing Concerns** in this Policy

3.2 Examples of issues which might be Whistleblowing Concerns include :

- (a) bribery (under our Anti-corruption and Bribery Policy);
- (b) financial fraud or mismanagement or impropriety;
- (c) negligence;
- (d) significant breach of a legal or regulatory obligation
- (e) unauthorised disclosure of confidential information;
- (f) unauthorised use of data;
- (g) academic or professional malpractice (including research misconduct);
- (h) breach of any legal obligations imposed by research grants or funders;
- (i) the deliberate concealment of any of the above matters.

3.3 This whistleblowing policy should not be used for complaints relating to your own personal circumstances, such as the way you believe that have been treated at work or, if you are a student, a complaint about any aspect of student life or an academic appeal. In those cases you should use the Staff Grievance Procedure, Student Complaints Procedure or Examination

Regulations as appropriate. This policy may not be used to re-open or review a matter already decided in such procedures or to question or reconsider any financial or business decisions.

- 3.4 If you are uncertain whether something is within the scope of this policy you should seek advice from the WBO or from the Secretary's Office. Contact details are at the end of this policy.

4. RAISING A WHISTLEBLOWING CONCERN

- 4.1 In many cases you will be able to raise any Whistleblowing Concern with your line manager or if you are a student with your Senior Tutor, Supervisor or Head of School (together referred to as **Supervisor**) . You may tell them in person or put the matter in writing if you prefer. We would hope that they would be able to find a way to resolve your concern quickly and effectively. In some cases your line manager or Supervisor may feel that your concern should be referred to the WBO; if so, they will discuss this with you before making the referral.

- 4.2 However, where the matter is more serious, or you feel that your line manager or Supervisor has not addressed your concern, or you prefer not to raise it with them for any reason, you should contact one of the following:

- (a) the WBO
- (b) the DVC
- (c) Professor James Thompson (the **Nominated Trade union Representative**) even if you are not a member of a Trade Union

Their contact details are set out at the end of this policy.

- 4.3 As soon as possible after receiving your Whistleblowing Concern you will be invited to an initial meeting with the WBO, the DVC or the Nominated Representative (as appropriate). After any initial meeting the DVC and the Nominated Representative will report to the WBO.

- 4.4 We recognise that you may wish to be accompanied to any meeting under this policy by someone who can support you (such as a trade union representative or Supervisor). If you wish to bring a companion, you should confirm who you would like to accompany you and we will consider whether their attendance is appropriate. We would not normally allow legal representatives to accompany you. Subject to any applicable law, you and your companion are expected to maintain the confidentiality of the Whistleblowing Concern and any subsequent investigation, recommendation or action.

- 4.5 After their initial meeting with you (or report from the DVC or the Nominated Representative), the WBO will (subject to any meetings with you that the WBO considers necessary) carry out an initial assessment to determine:

- (a) whether the Whistleblowing Concern falls within this policy or whether it should be considered under a different internal policy; and
- (b) if this policy applies, the scope of any investigation.

4.6 You will be given a written summary of your Whistleblowing Concern and an indication of how we propose to deal with the matter.

5. CONFIDENTIALITY AND ANONYMITY

5.1 We hope that you will feel able to raise Whistleblowing Concerns openly under this policy and we would hope that you do not feel the need to raise your concern on an anonymous basis. However, you may, if you wish, raise your concern in confidence.

5.2 We do not encourage you to make disclosures anonymously proper investigation can be more difficult or impossible if we cannot obtain further information from you. It is also more difficult to establish whether any allegations are credible.

5.3 Whistleblowing Concerns which are expressed anonymously will be considered at our discretion according to the:

- the seriousness of the issues raised; and/or
- the likelihood of confirming the allegation from alternative credible sources.

5.4 We recognise that you may wish to keep your identity confidential when raising a Whistleblowing Concern.

5.5 In the event that we consider it necessary to reveal your identity as part of investigating and dealing with your concerns (whether under this whistleblowing process or another internal process) we will discuss this with you and let you know before we do so. We will endeavour to ensure that you suffer no detriment for raising Whistleblowing Concerns in accordance with this Policy.

5.6 If we decide that you have made malicious or vexatious allegations or raised concerns in bad faith or with a view to personal gain and particularly where you persist in making them, disciplinary action may be taken against you.

5.7 If you are concerned about possible reprisals if your identity is revealed you should raise this with the WBO or the person with whom you raise your concern.

6. INVESTIGATION AND OUTCOME

6.1 As explained above, the form of the investigation will depend on the nature of the matter raised and the WBO will determine initially whether the matter should be investigated and if so:

- (a) whether that investigation should take place under an existing internal procedure e.g. if the allegations relate to potential fraud then the investigation will take place under the Counter Fraud Policy; or
- (b) whether it is necessary to set up an investigation separate from existing processes.

6.2 The WBO will also consider at this initial stage (and on an ongoing basis) whether any external body needs to be notified (such as the police, the Office for Students or a funder)

(i) Another Internal procedure

6.3 If the WBO considers that a concern should be dealt with under another internal procedure, they will notify you of that decision. That internal procedure will take place in the normal way and in accordance with any relevant Ordinances, Regulations and policies. Your involvement (including applicable confidentiality issues) will depend on the relevant procedure. The outcome of any investigation under an internal procedure will be reported to the WBO so that they may decide whether any further action should be taken to minimise future wrongdoing. Depending on the applicable procedure you may or may not be informed of the outcome of the internal procedure (including any actions taken by us under it).

(ii) Whistleblowing Investigation

6.4 Investigations will not normally be undertaken by the WBO. The WBO will appoint an investigator or team of investigators which might include staff with relevant experience or specialist knowledge of the subject matter. The investigator(s) may make recommendations for change to enable us to minimise the risk of future wrongdoing. However, it is for the WBO to decide what action we should take as a result of any whistleblowing investigation.

6.5 The WBO will aim to keep you informed of the progress of the investigation and its likely timescale. However, sometimes the need for confidentiality may prevent us giving you specific details of the investigation or any action taken as a result.

7. IF YOU ARE NOT SATISFIED

7.1 While we cannot guarantee the outcome you are seeking, we will try to deal with your concern fairly and in an appropriate way. By using this policy, you can help us to achieve this.

7.2 If you are not happy with the way in which your concern has been handled, you can raise it with one of the other key contacts in paragraph 4. Alternatively, you may contact the chair of Audit and Risk Committee. Contact details are set out at the end of this policy.

8. EXTERNAL DISCLOSURES

- 8.1 The aim of this policy is to provide an internal mechanism for reporting, investigating and remedying any wrongdoing in the workplace. In most cases you should not find it necessary to alert anyone externally.
- 8.2 The law recognises that in some circumstances it may be appropriate for you to report your concerns to an external body like the Office for Students. It will rarely be appropriate to alert the media. We strongly encourage you to seek advice before reporting a concern to anyone external. The independent whistleblowing charity, Public Concern at Work, operates a confidential helpline. They also have a list of prescribed regulators for reporting certain types of concern. Their contact details are at the end of this policy.

9. PROTECTION AND SUPPORT FOR WHISTLEBLOWERS

- 9.1 It is understandable that Whistleblowers are sometimes worried about possible repercussions. We aim to encourage openness and will support staff and students who raise genuine concerns under this policy, even if they turn out to be mistaken.
- 9.2 Whistleblowers must not suffer any detrimental treatment as a result of raising a concern. Detrimental treatment includes dismissal, disciplinary action, threats or other unfavourable treatment (such as bullying and harassment) connected with raising a concern. If you believe that you have suffered any such treatment, you should inform the WBO immediately.
- 9.3 We will not tolerate such conduct which is likely to result in disciplinary action being commenced.
- 9.4 In addition, individuals may be personally liable if they subject a person to any kind of detriment because they raised Whistleblowing Concerns.
- 9.5 Certain members of staff may also be protected by the Public Interest Disclosure Act 1988 (**PIDA**). We believe that this policy incorporates the provisions of PIDA, but to the extent that it does not, the provisions of PIDA will apply.
- 9.6 A confidential support and counselling hotline is available to Whistleblowers who raise concerns under this policy. Their contact details are set out at the end of this policy.

10. CONTACTS

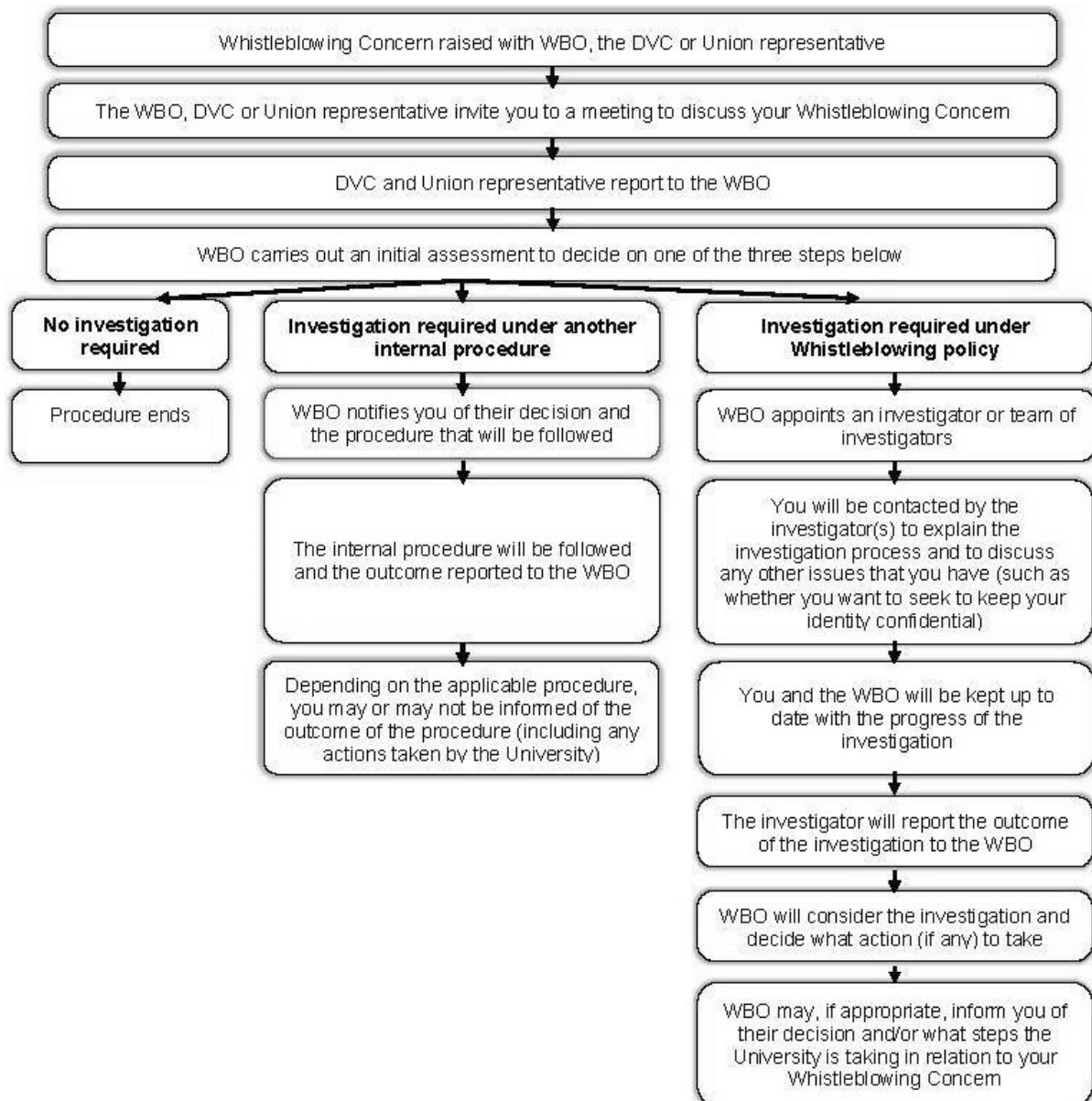
Whistleblowing Officer	Lucinda Parr , Registrar and University Secretary Email: lucinda.parr@bristol.ac.uk Tel: (0117) 42 83178 internal 83178
Deputy Vice-Chancellor and Provost	Professor Judith Squires , DVC and Provost Email: provost@bristol.ac.uk Tel: (0117) 42 83197 internal 83197
The Nominated Representative	Professor James Thompson , Professor of Modern British History Email: James.Thompson@bristol.ac.uk
Chair of Audit and Risk Committee	Andrew Poolman (until 31 December 2022) Ololade Adesanya (from 1 January 2023) Email: governance@bristol.ac.uk
Support Services	Staff Mental Health and Wellbeing https://www.bristol.ac.uk/hr/wellbeing/ Student Mental Health and Wellbeing http://www.bristol.ac.uk/students/support/wellbeing/request-support/services/
Public Concern at Work (Independent whistleblowing charity)	Helpline: (020) 7404 6609 Email: whistle@pcaw.co.uk Website: www.pcaw.co.uk
The Secretary's Office	University-Secretary@bristol.ac.uk

APPENDIX

Whistleblowing

Raising your Whistleblowing Concern:

- You are encouraged to raise your Whistleblowing Concern in the first instance with:
Staff: your line manager
Students: Senior Tutor, Supervisor or Head of School
- If you feel unable to raise your Whistleblowing Concern as set out above (or it has not been resolved by those to whom you reported the Whistleblowing Concern), then you may raise your Whistleblowing Concern with the Whistleblowing Officer (WBO) - The Registrar and Secretary (Mrs Lucinda Parr); the Deputy Vice-Chancellor (Professor Judith Squires) or the Nominated union representative nominated to receive concerns (Professor James Thompson)
- The WBO will determine whether the Whistleblowing Concern should be investigated under the Whistleblowing policy or dealt with under another internal process
- Further information is contained in the University's Whistleblowing policy and, in all cases, if you are unsure what to do, you can contact the Secretary's Office Secretarays-office@bristol.ac.uk
- The WBO will also consider whether any external body needs to be notified (such as the police, the Office for Students or a funder) and will keep the Audit and Risk Committee informed as necessary



20. Freedom of Speech Code of Practice

Freedom of expression and equality are foundational rights, whose realisation is essential for the enjoyment and protection of all human rights¹. The University of Bristol believes that freedom of expression and academic freedom are at the heart of its mission and must be fully reflected in both its policies and practices. Our approach is to enable and promote free speech and encourage debate of all kinds, consistent with Article 10 of the European Convention on Human Rights. Consistent with Article 10(2), restrictions on free speech may be permitted where the restriction is necessary to protect the reputation or rights of others, or in the interests of national security or public safety. This may include where speech which incites hatred or violence, is otherwise unlawful (e.g. harassment/discrimination), or where the exercise of free speech raises serious concerns regarding the safety of students, staff or members of the public.

This means that there must be an atmosphere of free and open discussion. The University supports the view of the European Court of Human Rights that freedom of expression constitutes one of the essential foundations of a democratic society and that such freedom is applicable not only to information or ideas that are favourably received, but also to those that have the potential to offend, shock or disturb the listener. Staff and students primarily determine the subjects and topics of discussion that take place on campus. Pluralism, tolerance and broadmindedness are essential components of a democratic society, and all views, including those that can be difficult to hear, should be able to be expressed and heard with tolerance and mutual respect. The University supports the right to hold conferences and talks on controversial topics. There is freedom to challenge or debate the law, moral or other issues but this does not give permission to break the law.

The principle of free speech has the potential to be abused, including through incitement to violence or to breaches of the peace, or by the use of threatening words or behaviour (including the display of writing, signs or other visible representations) which are intended to provoke racial or religious hatred or hatred on grounds of sexual orientation, gender, gender identity or gender expression, or to encourage or draw people into terrorism. All of our staff and students have a responsibility to consider these issues in the course of their work.

As an institution, the University is mindful of its responsibilities to ensure that its premises are not being used for unlawful purposes, including those which may negate the enjoyment of that freedom for others. When permitting its premises to be used, the University must therefore consider what may be said. The University is not obliged to allow its premises to be used by members of the public or by organisations which might wish to do so, nor is it obliged to admit members of the public to meetings taking place on its premises (providing that it does not exclude on a discriminatory basis) and must take account of other legal obligations, including those around the bounds of lawful speech and assemblies that may lead to serious disorder or breaches of the peace. Peaceful protest is a protected form of expression, however such protest should not be allowed to shut down debate or infringe the rights of others.

Notes: In accordance with the Education Act 1986, the University Board of Trustees is required to publish a Code of Practice setting out the procedures to be followed by members, students and employees of the University in connection with the

organisation of meetings and activities taking place on its premises. This document forms one part of the Code of Practice. The second document is the accompanying External Speakers Procedure.

The Secretary of State has issued guidance under the Counter-Terrorism and Security Act, 2015, which provides that the University 'must, in the exercise of its functions, have due regard to the need to prevent people from being drawn into terrorism'. The guidance acknowledges that universities must have particular regard (this is considered to carry more weight than 'due regard') to the duty to ensure freedom of speech and to the importance of academic freedom.

¹ Article 19 (2009) *Camden Principles of Freedom of Expression and Equality*. London: Article 19. Page 3. Accessed 04/03/16 from <https://www.article19.org/data/files/pdfs/standards/the-camden-principles-on-freedom-of-expression-and-equality.pdf>

21. External Speaker Policy

This process applies to all bookings of events involving the engagement of an external speaker to give a presentation, talk or lecture under the auspices of either the University of Bristol (UoB) or Bristol Students Union (Bristol SU), whether hosted on or off UoB or Bristol SU premises. The process is not normally expected to apply to the engagement of visiting speakers to contribute to the delivery of approved academic programmes or to take part in research seminars at UoB.

1 When to use this procedure

This procedure should be followed whenever an event involving an external speaker is organised and should be commenced at the earliest opportunity. No booking of the speaker or venue should be confirmed until a decision has been made under this procedure that the event can go ahead.

All those involved in this procedure should consult the recent guidance from the Equality and Human Rights Commission on Freedom of Expression in Universities (February 2019) (the EHRC Code)

2 Self-assessment by the Event Organiser

The Event Organiser is the person responsible for the event The Event Organiser may be:

- A student
 - Bristol SU affiliated group
 - Independent/informal student group
 - JCRs
 - Academic (school, faculty or programme-based group)
- A staff member
 - UoB
 - Bristol SU
- An external user

2.1 Students

If the Event Organiser is a student they must undertake a self-assessment by completing the Self- Assessment Form to determine whether further scrutiny and support from the University are required. Once the self-assessment form has been submitted it will be reviewed by the Bristol SU Assessor who will decide whether the event can go ahead. It is expected that the vast majority of events organised will be permitted to go ahead.

If the Bristol SU Assessor is not able to approve the event they will pass the request to the relevant Decision -Maker

2.2 Staff or External Users

If the Event Organiser is a member of staff or an external user they must complete the Event Organiser (Staff or External User) Self-Assessment Form to determine whether there are any matters which may require further scrutiny under this procedure. If they decide that there are no issues the event can go ahead. External Users must also complete the self-assessment form with a member of staff. **It is anticipated that the vast majority of events organised will fall into this category.**

Whether or not further scrutiny is required under section 3 of this procedure, the Event Organiser must log the completed self-assessment form with one of the following, as appropriate, to ensure that there is a formal written record of this stage of the self-assessment process:

- If the Event Organiser is a member of academic staff, with the School Manager in their School
- If the Event Organiser is a member of professional services staff or an external user, with the PA to the Registrar and Deputy Registrar

3. If further scrutiny is required

If an Event Organiser identifies that further scrutiny is required, the venue can be provisionally booked and the Event Organiser must give three weeks' notice to allow the Assessor and/or Decision Maker sufficient time to consider how to mitigate any concerns. If less than three weeks' notice is given, a response cannot be guaranteed and the event may not be permitted to go ahead.

If the self-assessment form raises potential issues then the Event Organiser must refer them to an appropriate Assessor, to be chosen from the following by reference to the location or organisational responsibility for the event:

- The Bristol SU Student Opportunities Manager (or Deputy)- This will happen automatically when a student submits a self-assessment form Heads of School
- Divisional Heads

The Assessor will consider the self-assessments passed to them in line with the Assessors Risk Assessment Guidance. They may approve the event if the case is straightforward and they assess the risks to be low. If they assess the risk to be higher but feel able to reduce risk by applying appropriate mitigation they may do so and approve the event subject to those mitigations. In carrying out this assessment, the Assessor may seek advice from the Secretary's Office, the Student Services Divisional Office and Security Services, as appropriate. When this assessment is complete the Assessor must complete the Assessors Summary Assessment Form and either:

- (i) If they agree the event can go ahead inform the Event Organiser of any mitigations that are required and ensure that they are put in place; or
- (ii) If they decide that the matter should be referred to the Decision-maker send the Decision maker their assessment of the risk including suggested mitigations.

4. In cases of significant concern

If the Assessor is concerned that the issues raised present significant risks in relation to the hosting of the event, the assessment findings will be referred to the Decision Maker. The Decision Maker will consider what mitigation could be arranged in accordance with the EHRC Code in order to make it possible for the event to take place. Their decision is final. They may give conditional approval, subject to the Event Organiser putting mitigating measures in place.

The University Decision Maker's overarching aim will be to allow events to go ahead in line with the University's firm commitment to Freedom of Speech and In line with the EHRC Code's core ideas, in particular that the University "should always work to widen debate and challenge, never to narrow it".

The Bristol SU Decision Maker's aim will be to allow events to go ahead in line with the EHRC Code and any prevailing Bristol SU policy at the time.

The Decision Maker is either the

- Deputy Vice-Chancellor and Provost (or nominee)
 - For events in a UoB venue other than Bristol SU
 - For events in external venues being organised by a UoB member of staff or individual students
- Bristol SU Chief Executive (or nominee)
 - For events in Bristol SU venues
 - For events in external venues being organised by a Bristol SU affiliated student group or Bristol SU member of staff

The Chief Executive will make their decision after consultation with the Deputy Vice-Chancellor (or nominee).

It may be necessary to consult and/or inform other parties of the planned speaker.

These may include:

- Police
- Security Services
- South West Prevent Regional HE/FE Lead¹
- UoB Public Relations
- Liberty

5 Self-assessment questions

The Event Organiser must make themselves sufficiently aware of the subject matter of the event together with the speaker's background and reputation to be able to take a considered view as to whether it is appropriate to host the proposed event within UoB or Bristol SU and to complete the self-assessment form.

The following questions may assist the Event Organiser to complete the self-assessment form which refers to these matters and points them to sources of advice

a) Are there any concerns about unlawful content? This may include:

- Speech causing fear or provocation of violence
- Acts intended or likely to stir up hatred on the grounds of race, religion or sexualorientation
- Speech amounting to a terrorism related offence
- Causing a person harassment, alarm, or distress

→ If so, or you are unsure, please contact the Secretary's Office for advice:
secretarys-office@bristol.ac.uk 0117 394 1830 or in respect of PREVENT the Deputy Director of Student Services (Health and Inclusion)
alison.golden@bristol.ac.uk

b) Is the event likely to lead to any Health and Safety issues for members of the University Community?

¹ It should be noted that Bristol SU is not subject to the Prevent duty and is not therefore required to consult with the South West Prevent Regional HE/FE Lead.

Concern about matters relating to health and safety, including public order does not automatically block such an event taking place, but it is important to seek advice.

For example:

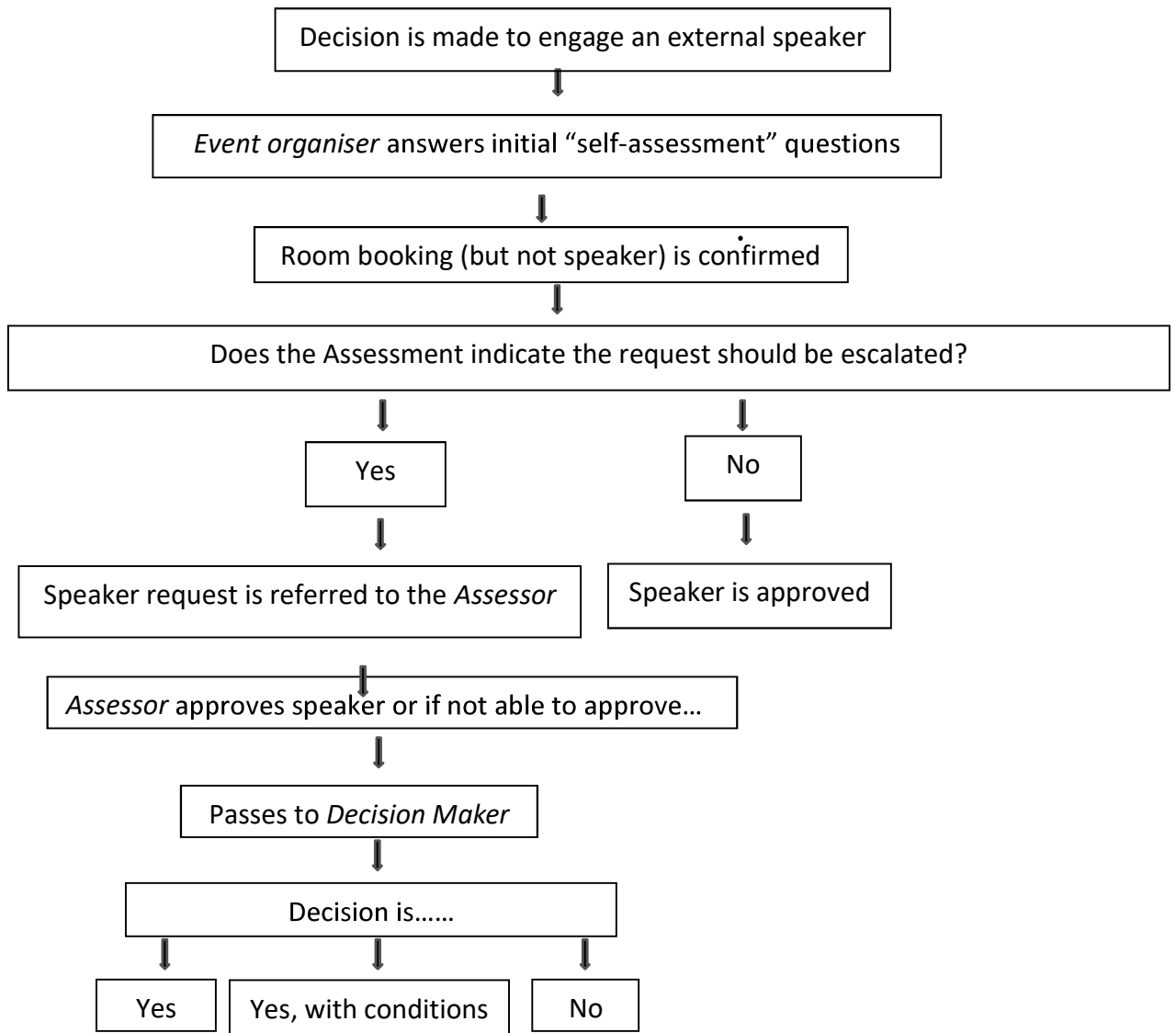
- Is the subject of their talk or the organisation they represent likely to mobilise significant opposition such that there might be a risk to safety of the public or members of the University community?
- Is there any evidence that this has been the case on other occasions?
- Does the speaker, or the organisation they represent have a controversial profile in the media?
- Is the event likely to attract a heightened media interest?
- Is the event likely to attract unusual interest or unusually large numbers?

→ If so, or you are unsure, please contact Security Services for advice on how to ensure the safety of speakers and attendees: security-office@bristol.ac.uk / 0117 928 7848

→ If so, or you are unsure, please contact the Public Relations Department for advice: public-relations@bristol.ac.uk / 0117 928 8895

If, having taken advice the Event Organiser remains unsure about the answer to any of the questions in the self-assessment form then the matter can be referred to an Assessor.

Process for informing, checking and approving external speakers



Risk Mitigation:

The Decision Maker will consider the request in line with the Assessors Risk Assessment Guidance and the Assessors Summary Assessment Form.

Event Organiser (Staff or External User) Self-Assessment Form

Event Information

Please tell us about your plans for the event

1.Your name

2.Your email address

3.Your phone number

We will only use this to contact you about your event

4.Name of your Department/School/Faculty or Company

5.Name of your external speaker/s

If you have multiple external speakers for your event, please list them all

6.Event Title

7.Event location

If you have not arranged venue yet, please state where you would like your event to take place

8.Event date

If event takes place over multiple dates, please give the first/start date We appreciate you sending in your request as early as possible, unfortunately requests received less than 21 days before an event may not be processed in time.

9.Estimated number of attendees

- 1 – 29
- 30 – 59
- 60 – 99
- 100 +

10.Event start time

Please use 24hr format

Event Organiser's Assessment

Please do your best to select the most applicable option for each of the statements about your speaker/s, providing more information where necessary.

11.Risk of speaker/s or event attracting media interest

Note: In cases of medium or high risk, you may need to take steps such as ticketing the event, booking security, choosing an appropriate venue, and sharing promotional materials with the SU before circulating.

- Low - Speaker and/or their organisation have little or no profile in national media, or online news stories. Their social media following is modest.
- Medium - Speaker and/or their organisation have some profile in national media, or online news stories. Their social media following is significant.
- High - Speaker and/or their organisation have significant profile in national media, or online news stories. Their social media following is substantial.

12.If you have selected medium or high, please explain why you have selected that option

Please include links where appropriate

13.Risk of speaker/s or event attracting protest

Note: In cases of medium or high risk, you may need to take steps such as ticketing the event, booking security, choosing an appropriate venue, arranging an independent chairperson, and sharing promotional materials with the SU before circulating.

- Low - Speaker, organisation or topic have not attracted student or local protest in the in the last 5 years
- Medium - Speaker, organisation or topic have attracted student or local protest in the in the last 5 years
- High - Speaker, organisation or topic have attracted student or local protest in the in the last 12 months, or a protest has been confirmed for this event

14.If you have selected medium or high, please explain why you have selected that option

Please include links where appropriate

15. Risk of speaker causing fear or provocation of violence, personal harassment, alarm or distress

- Low - No evidence that the speaker has or will do this
- Medium - Accusation or inconclusive evidence that the speaker has or will do this
- High - Confirmation from a relevant authority, or statement of intent from the speaker, that they have or will do this

16. If you have selected medium or high, please explain why you have selected that option

Please include links where appropriate

17. Risk of speaker/s inciting terrorism

Note: In cases of medium or high risk, it may not be lawful for the event to go ahead

- Low - No evidence that the speaker has or will do this
- Medium - Accusation or inconclusive evidence that the speaker has or will do this
- High - Confirmation from a relevant authority, or statement of intent from the speaker, that they have or will do this

18. If you have selected medium or high, please explain why you have selected that option

Please include links where appropriate

19. Is the speaker/s representing an organisation on the UK government 'proscribed' list?

The updated government list can be found here: www.gov.uk/government/publications/proscribed-terror-groups-or-organisations--2 Note: If answering yes, it may not be lawful for the event to go ahead

- No
- Yes

20. If you have selected yes, please give more information (include links where appropriate)

Assessors Risk Assessment Guidance

Risk of content that is unlawful or might encourage unlawful acts

Area of Risk	Consultation options	Risk Level	Risk Level Indicators	Possible Risk Mitigations
The speaker represents an organisation proscribed by the UK government	<ul style="list-style-type: none"> • Regional Prevent Coordinator • Police 	Low	No known links to such an organisation	n/a
		Medium	Links to such an organisation and/or its members	<ul style="list-style-type: none"> • Film event
		High	Affiliation to or employment by such an organisation	<ul style="list-style-type: none"> • <i>There may be no obligation to let the event proceed</i>

Area of Risk	Consultation options	Risk Level	Risk Level Indicators	Possible Risk Mitigations
The speaker intends or is likely to commit speech amounting to a terrorism related offence	<ul style="list-style-type: none"> • Regional Prevent Coordinator • Police 	Low	No evidence the speaker has or will commit speech amounting to or supporting terrorism	n/a
		Medium	Accusation or inconclusive evidence the speaker has or will commit speech amounting to or supporting terrorism	<ul style="list-style-type: none"> • Film event
		High	Confirmation from a relevant authority that the speaker has or is likely to commit speech amounting to or supporting terrorism	<ul style="list-style-type: none"> • <i>There may be no obligation to let the event proceed</i>

Area of Risk	Consultation options	Risk Level	Risk Level Indicators	Possible Risk Mitigations
The speaker intends or is likely to cause fear or provocation of violence, stir up hatred, or cause a person harassment, alarm or distress	<ul style="list-style-type: none"> • Police • SARI 	Low	No evidence the speaker has or will commit unlawful speech	n/a
		Medium	Accusation or inconclusive evidence the speaker has or will commit unlawful speech	<ul style="list-style-type: none"> • Film event • Promotional materials are shared with SU • Experienced Chairperson
		High	Confirmation from a relevant authority that the speaker has or is likely to commit unlawful speech	<ul style="list-style-type: none"> • <i>There may be no obligation to let the event proceed</i>

Assessors Summary Assessment form and Proposed Mitigation in respect of [Complete with name and date of event together with the name of the proposed Speaker/ Organisation organising the event and the subject matter of the proposed event]

Area of Risk	Risk Level Low/Medium/ High	Consultation e.g. with Security Services	Notes	Proposed Risk Mitigations
Speaker represents an organisation proscribed by the UK government				
The speaker intends/is likely to commit speech amounting to a terrorism related offence				
The speaker intends/is likely to cause fear/provocation of violence, stir up hatred, or cause harassment, alarm or distress				
The event may attract heightened media interest and/or a large number of attendees				
The subject, speaker, or organisation have attracted controversy and/or may mobilise significant opposition				

22. Education Act 1994: Code of Practice implementing Section 22(3)

The Education Act 1994 (the “Act”)(Section 22(3)) requires universities to issue a code of practice, setting out the manner in which the requirements of section 22(1) and (2) of the Act, relating to the organisation and activities of the Students’ Union, are to be put into effect.

Set out below are the requirements of the Act, together with the steps taken by the University of Bristol to ensure compliance.

Section 1

The governing body of every establishment to which this Part applies shall take such steps as are reasonably practicable to secure that any students’ union for students at the establishment operates in a fair and democratic manner and is accountable for its finances.

The steps taken are set out below.

Section 2

(a) The union should have a written constitution

Under Ordinance 24 of the University, the University of Bristol Students’ Union is established as a charitable company limited by guarantee. The Articles of Association set out the current written constitution of the Union.

(b) The provisions of the constitution should be subject to the approval of the governing body and to review by that body at intervals of not more than five years.

The prior approval of the University Board of Trustees is required for any amendments to the Union’s Articles of Association.

The University Board of Trustees is required under the Articles of Association to review the provisions of the Union’s Articles of Association at intervals of not more than five years.

(c) A student should have the right not be a member of the union, or in the case of a representative body which is not an association, to signify that he does not wish to be represented by it, and students who exercise that right should not be unfairly disadvantaged, with regard to the provision of services or otherwise, by reason of their having done so.

All full-time and part-time students at the University are entitled to become members of the Union (by becoming a member of the charitable company by which it is constituted), unless they give notice in accordance with the Articles that they choose not to be a member of the Union. The Union shall not levy subscriptions for membership of the Union (save that clubs and societies of the Union may levy a membership fee on their members). Full members shall be the students (who have not opted out) and the Sabbatical Trustees. Regardless of membership of the Union, students are entitled to use the Union building and facilities, to join Union clubs and societies, to use the University's sports facilities, and to make use of welfare services. Students who are not members of the Union are eligible to stand for election as student representatives on Senate.

(d) Appointment to major union offices should be by election in a secret ballot in which all members are entitled to vote.

The procedures relating to elections are set out in the Articles of Association of the Union, and comply with this requirement.

(e) The governing body should satisfy themselves that the elections are fairly and properly conducted.

The Returning Officer monitors the conduct of all elections to major union offices and reports annually on such elections to the Deputy Registrar (Academic Services) who in turn reports to University Board of Trustees. The Trustees of the Union are responsible for ensuring that all elections (whether carried out by way of referendum, secret ballot or by resolution at any general meeting of the Union) are fairly and properly conducted.

(f) A person should not hold sabbatical office, or paid elected union office, for more than two years in total at the establishment.

This is provided for under the Union's Articles of Association.

(g) The financial affairs of the union should be properly conducted, and appropriate arrangements should exist for the approval of the union's budget, and the monitoring of its expenditure, by the governing body.

The financial management of the Union is monitored on behalf of the University Board of Trustees by the Finance Director to whom the Trustees will report on the Union's financial affairs. The Union also has a University Financial Adviser who will report to the Finance Director any matters relating to Union funds which in his or her opinion should be so reported. The Trustees must obtain the approval of the University Board of Trustees for the budget for the Union in respect of each financial

year before, or at the earliest possible date after, the start of the financial year in accordance with the Articles.

The Finance Director:

- Reports annually to the Board of Trustees on the financial affairs of the Union including the budget and the annual report and statement of accounts, and will highlight any other matters as appropriate in order for the University Board of Trustees to monitor whether such financial affairs of the Union are properly conducted.
- Receives and reviews the proposed budget for the Union for any financial period and reports on the budget to the University Board of Trustees in order to allow it to decide whether to give its approval in accordance with the Articles and the Act.

(h) Financial reports of the union should be published annually or more frequently, and should be made available to the governing body and to all students, and each such report should contain, in particular, a list of the external organisations to which the union has made donations in the period to which the report relates, and details of those donations.

The Trustees of the Union shall comply with the requirements of the Companies Acts and of the Charities Act 1993 as to, keeping financial records, the audit or examination of accounts and the preparation and transmission to the Registrar of Companies and the Charity Commission of:

- (i) annual reports
- (ii) annual returns
- (iii) annual statements of account.

These documents are available for inspection through the Union Office and the Union shall in any event provide the University Board of Trustees with a copy of the annual report and statement of accounts as soon as is reasonably practicable following the approval by the Trustees.

(i) The procedure for allocating resources to groups or clubs should be fair, and should be set down in writing and freely accessible to all students.

The procedure for allocating resources is set out in the Union's Byelaws (Byelaw 9, Student Groups) available online:

<http://www.bristolsu.org.uk/about/our-organisation/governance/financialaccounts/>

Further details can also be found in the Union's Sports, Clubs and Societies Committee Handbook available online:

http://www.bristolsu.org.uk/activities/committee_resources/

(j) If the union decides to affiliate to an external organisation, it should publish notice of its decision, stating the name of the organisation, and details of any subscription or similar fee paid or proposed to be paid, and of any donation made

or proposed to be made, to the organisation, and any such notice should be made available to the governing body and to all students.

The University has notified the Union of the requirement to comply with this provision.

(k) Where the Union is affiliated to any external organisations, a report should be published annually or more frequently containing:

(i) a list of the external organisations to which the union is currently affiliated, and;

(ii) details of subscriptions or similar fees paid, or donations made, to such organisations in the past year (or since the last report), and such reports should be made available to the governing body and to all students.

Where the union is affiliated to any external organisations, an annual report will be published and made available to the University Board of Trustees and to students. This should contain a list of the external organisations to which the union is currently affiliated as at the date of the report, and details of subscriptions or similar fees paid, or donations made, to such organisations in the previous year.

(l) There should be procedures for the review of affiliations to external organisations, under which the current list of affiliations is submitted for approval by members annually or more frequently, and at such intervals of not more than a year as the governing body may determine, a requisition may be made by such proportion of members (not exceeding 5%) as the governing body may determine, that the question of continued affiliation to any particular organisation be decided upon by a secret ballot in which all members are entitled to vote.

Under the Articles of Association, no affiliation to any organisation may be made or continued unless it is approved at least once in every calendar year by a Referendum or otherwise in accordance with the Act.

(m) There should be a complaints procedure available to all students or groups of students who are dissatisfied in their dealings with the union, or claim to be unfairly disadvantaged by reason of their having exercised the right referred to in paragraph (c) above, which should include provision for an independent person appointed by the governing body to investigate and report on complaints.

Under University Statute 17.19 (“Grievances”), any student with a grievance may take it to the University Board of Trustees, which has power to investigate the grievance, and to take any necessary steps to redress it. The University Board of Trustees has discretion to appoint a Committee to deal with the matter. The Board of Trustees shall maintain a suitable complaints procedure, which shall include the right of appeal.

(n) Complaints should be dealt with promptly and fairly and where a complaint is upheld there should be an effective remedy.

The University Board of Trustees ensures that grievances are dealt with quickly and appropriate remedies instituted. This is included in Statute 17.19 (“Grievances”).

Section 22(4)(b) Information for students Restrictions on union activities imposed by the law relating to charities

Under section 22(4)(b) of the Education Act 1994, the University is obliged to draw to the attention of students the restrictions imposed on the activities of the Student Union by the law relating to charities.

Resources provided to the Union through the University of Bristol should be used only for charitable purposes, in representing and furthering the interests of students so as to enhance the educational aims of the University.

By way of example, it would be proper for the Union to finance debate on controversial issues, the formation and running of clubs and societies, the publication of a student newspaper and representation on University governing bodies. However Union resources should not be used to campaign or lobby in support of any particular political party or religious organisation.

Further advice may be found in the booklet CC9: Speaking Out: Guidance on Campaigning and Political Activities by Charities, published by the Charity Commissioners for England and Wales.

Last amended July 2014

23. Support to Study Policy and Procedure

Policy

1. What is support to study?

The support to study policy aims to help individuals to participate fully and satisfactorily as students when they might be struggling because of health-related issues. It is not just about academic studies; it is also about the ability of a student to live independently and safely whilst at University and their ability to interact appropriately with others.

The University is committed to supporting student wellbeing and recognises that a positive approach to the management of physical and mental health is crucial to student learning and academic achievement.

2. When to use this policy

University staff with concerns about a student's wellbeing should speak to an adviser from Student Wellbeing or Residential Life Services ("SWS or RLS"), who will advise on the Support to Study Procedure, what might be helpful for the student and what steps to take next.

Informal Support and Action Planning

Staff from Schools and advisers from SWS and RLS will often engage in informal support and action planning with students as part of their regular interactions. Support and action planning should be used in most cases where the risk to the student's health and wellbeing is low; their academic position is vulnerable but recoverable and the impact of their behaviour on others is limited.

This should include consideration of the following:

- Involving the Senior or Personal Tutor for academic support
- Involving the appropriate staff from Student Services
- A target to improve attendance or engagement
- Signposting to specialist support internally and externally
- Agreed actions for the student to complete
- A follow-up date to review progress.

2.1 Stage 1 Support to Study

There may be times when efforts to improve a student's situation through informal support and action planning have not been successful or where the risks are too high to be managed informally.

If a student would benefit from a more structured intervention, they may be referred by the SWS or RLS adviser or staff in schools to Stage 1 of the Policy and a Support to Study Case Meeting may be arranged. More evidence or advice may be needed such as medical evidence, advice from the Secretary's Office or Disability Services before the Case Meeting can be arranged.

Support to Study Case Meeting procedure

The meeting should normally take place within 21 days of the original referral.

A Deputy Head of Student Wellbeing, Head or Deputy Head of Residential Life should convene a meeting as soon as possible, usually with the student and the following staff:

- Deputy Head of Student Wellbeing, Senior Manager or Manager of Residential Life as Chair
- An academic member of staff e.g. Senior Tutor
- Faculty Head of Student Administration
- A member of the Student Wellbeing Service or Residential Life Service who has not been supporting the student
- Administration support.

The member of Student Services who has been supporting the student may be invited to attend the meeting to give information and provide support but will not be part of the decision-making process.

In most cases the student should be invited and offered the opportunity to be accompanied by a friend or companion. If the student is unable or unwilling to attend, they may send a written statement, but the meeting can go ahead in their absence. Timing of any meeting should consider the student's outstanding exams, assessment submissions or other academic commitments; meetings may need to be slightly delayed to accommodate deadlines.

The meeting is intended to be a positive, supportive and timely process; it should focus on the current issues and future steps. The meeting should always consider risk to the student, their studies and to others. The purpose of the meeting is to agree a set of actions and strategies that will support the student to improve their engagement with their course and potential outcomes.

Examples may include:

- Referral to appropriate internal and external specialist services
- Use of the student's emergency contact
- Involvement of Partner Institution if they have one
- Recommend specific academic arrangements for example submitting extenuating circumstances, suspending studies, changes of mode of study
- A timeframe for actions to have taken place or for improvements to have been made for example, an improvement in attendance to be monitored by the School for next 8 weeks
- A framework to monitor adherence and progress, for example checking-in with specific staff at regular periods.

The Action Plan should be agreed by the Panel and shared with the student within 5 working days of the meeting and be sent by email.

There may be times when an agreement cannot be reached or where the issues cannot be addressed by a Support to Study Case Meeting. In these cases, the following actions may need to be considered:

1. Referral to Fitness to Study Stage 2
2. Referral to alternative University Procedures e.g. Student Discipline, Fitness to Practise.

2.2 Stage 2 – Fitness to Study Panel

This stage will only be invoked in the following circumstances:

- Following an emergency suspension under section 3 of this policy; or
- Following a referral from a Support to Study Case Meeting; or
- If the student does not agree or is not engaging with the action plan agreed at a Support to Study Case Meeting; or
- As an outcome of an academic appeal; or
- As a recommendation from a Pro-Vice Chancellor as a condition of granting an exceptional supplementary year or suspension; or
- If in the opinion of the Director of Student Health and Inclusion or Director of Student Life and Wellbeing the case is sufficiently serious to warrant an immediate referral without consideration of stage 1.

It is not necessary to have been through stage 1 of this Policy before commencing stage 2.

Fitness to Study Panel procedure

The Deputy University Secretary (or their nominee) will convene a Fitness to Study Panel to consider the case and will act as clerk to the Panel.

The Members of the Panel will usually be:

- The Director of Student Health and Inclusion or Director of Student Life and Wellbeing who will act as Chair
- An academic representative of the student's school (usually the Senior Tutor or supervisor)
- A representative of the student's faculty (usually the Faculty Education Director or the Faculty Head of Student Administration)
- An appropriate senior representative from Student Services who has not been involved in supporting the student or
- The Senior Residential Life Manager or relevant Manager of Residential Life if, at the point of referral, the student lived in student residences.

In addition, the following may be invited to sit on the Panel:

- A representative from Disability Services if appropriate
- A representative from the Visa Team if the student is a Tier 4 student
- A representative from the Global Opportunities team if the student is a Study Abroad student.

The member of Student Services who has been supporting the student may be invited to attend the meeting to give information but will not be part of the decision-making process.

The student will have the opportunity to submit documents for the Panel to consider and will be sent a copy of any documents seen by the Panel, unless it is considered that receiving the documents will be detrimental to the student's health.

The student may request to attend the Panel meeting or may ask for a representative to attend on their behalf, such as a Student Adviser from the Just Ask team in the Students' Union. The Chair will decide whether a student should attend, which may not be appropriate in all cases. The student does not have to attend; the meeting can go ahead in their absence.

The Panel may order the proceedings at its discretion and may call witnesses if required. The Panel may request further medical evidence. If a Panel is convened following an emergency suspension under section 3, medical evidence will be required regarding the student's fitness to study before the Panel meets.

Possible outcomes of the meeting include, but are not limited to:-

- Approval to continue with studies or return to studies, which may be granted subject to conditions, such as a Fitness to Study Review meeting at a later date.
- A short-term suspension to allow the student to be assessed by a medical professional, access support services both within and outside of the University or for the University to obtain further information. The suspension may be reviewed at the request of the student as set out below in relation to emergency suspension.
- Suspension with conditions. A student who is suspended from the University may be prohibited from participating in University activities and may also be prohibited from entering the University premises or have restricted rights to enter the premises, for their own safety or the safety of others. The terms of the suspension will be notified to the student in writing, depending on the circumstances of the case. The decision to suspend a student shall be reviewed as necessary by the Panel.
- Requirement to withdraw - if the Panel concludes, taking into account the individual circumstances of the case and any supporting medical evidence, that there is no reasonable prospect of the student re-engaging with their programme, the student may be required to withdraw. This outcome should only be considered in the most serious cases.
- Any other action considered to be appropriate and proportionate.

The Chair has the power to make the final decision if the Panel is unable to make a unanimous decision. The decision will be detailed in a letter and conveyed, in person wherever possible, to the student by a member of Student Services.

3 Emergency Suspension

If it is considered that the risk to the student or to others is very high and an immediate emergency suspension is the most appropriate course of action, the Executive Director for Education and Student Experience and Academic Registrar may make the decision to suspend the student immediately. Any student who has been detained under the Mental Health Act or hospitalised will be referred for an immediate emergency suspension.

A student who is subject to an emergency suspension order is prohibited from entering university premises and from participating in university activities. The emergency suspension may, exceptionally, include specific allowances, such as the permission to take an examination or to enter university premises to attend a meeting with a support service, such as the Student Counselling Service or the Students' Health Service. The terms of the suspension will be individual to each case and will be notified to the student in writing.

The decision will be delivered to the student, in person wherever possible, by a member of Student Services. A student will be marked as 'suspended' on their student record during the period of suspension so that accommodation and tuition fees do not continue to accrue.

The decision to suspend may be reviewed at the request of the student, usually no earlier than four weeks after the student has received notification of the suspension.

A review will only take place if the student can provide appropriate medical evidence that states that they are fit to return to their studies, meet the requirements of their programme and live independently in residences or the community. A student may request an immediate review if they can provide the necessary evidence at that time. The review will take place as soon as possible after the receipt of the request. Once this evidence has been received, a Fitness to Study Panel will be convened under stage 2 of this Policy to review the suspension. The Panel will consider whether the Student is fit to return and if so any support that the student may require. Any return to study may be conditional.

4 Return to study after a suspension decision under stage 1 or stage 2

If a student agreed to suspend studies under stage 1, the Case Meeting panel that originally considered the matter can make the decision regarding a return to studies without referral to a Fitness to Study Panel if it is satisfied that the student is fit to return.

If the decision to suspend was made under stage 2 by a Fitness to Study Panel, the Panel should reconvene to consider and determine whether the student is fit to return to study.

Further medical evidence will be requested from the student regarding their ability to engage fully with their studies, meet the requirements of the programme and live independently in residences or in the community. A student will only be permitted to return if, after receiving the medical evidence, the Panel is satisfied that the individual is fit to study.

5 Right of appeal

The student may appeal against a decision to suspend or requirement to withdraw made under stage 2 of this Policy. A letter setting out the grounds of appeal should be addressed to the University Secretary and emailed to university-secretary@bristol.ac.uk. The appeal should be received within 21 days from the date of the letter setting out the decision to suspend or the requirement to withdraw. The student is encouraged to seek assistance from the Students' Union Advice Service, "Just Ask", when preparing the letter of appeal.

The appeal will be heard by a committee. The membership and procedure of an appeal committee will be the same as that set out under the Student Complaints Procedure.

6 Nominees

References in this Policy to the holders of any office shall be construed to refer either to the office holder or to their respective nominee.

7 Days

'Days' for the purposes of this procedure includes weekends but excludes bank holidays and University closure days, unless specifically referred to as working days – see [Dates | About the University | University of Bristol](#)

*Approved July 2020
Amended August 2022*

24. Statement on the possession, use or distribution of illegal drugs or alcohol by students

The University has a duty of care for its students and aims to provide a safe and healthy environment for all. The University also has a duty to operate within the law. As part of this, the possession, use or distribution of illegal drugs or unlawful supply of alcohol on University property or as part of any University activities is prohibited.

The University provides the following welfare services and these are available to provide confidential advice for any students who are concerned about their own or someone else's drinking or drug use:

Student Counselling Service

Students' Health Service

Information about the health risks associated with the use of illegal drugs and the abuse of alcohol can be found on the Student Counselling Service and Students Health Service web sites.

Information about the legal sanctions for unlawful possession or distribution of drugs and alcohol can be found on the Gov.uk website.

Students found in possession of or dealing in illegal drugs in halls of residence will be subject to Residential Disciplinary Procedures (see particularly appendix D).

Students found in possession of or dealing in illegal drugs on other University premises will be subject to University Disciplinary Regulations.