

## **Dealing with Complaints Relating to Student Behaviour in the Community**

### **1. Complaint relating to an identified property.**

On experiencing, any perceived anti-social behaviour related to an identified property within the local community, residents are advised to contact Swansea University via Community@CampusLife preferably in writing to [Community.campuslife@swansea.ac.uk](mailto:Community.campuslife@swansea.ac.uk) or phone on 01792 602000 stating; the date, time and event and any other action the resident has taken e.g. police or local council.

**(We are unable to deal with issues of transitory noise, as it is not possible to identify individuals moving through the community.)**

The complainant will receive a confirmation of receipt response within 3 working days, if by email.

2. On receipt of the complaint, the Director of Student Services will email each student resident identified as living in the property to highlight the implications of their activities on their neighbours, their responsibilities as residents in the community and outline how the University will respond should poor behaviour be reported again. If external agencies have been contacted at the time of the adverse event, the email may be followed up with a joint visit to the property by the CLO, SWP and CCoS representatives.
3. If a repeat complaint<sup>1</sup> is received, the students in the household will be required to meet with the Director of Student Services (or their nominee) to discuss a final resolution and outline what could be the next steps.
4. Where appropriate, restorative practices and alternative dispute resolution methods will be offered to all parties in an effort to find a robust and long-lasting outcome.
5. Any subsequent repeat complaint would be dealt with under the University's Disciplinary Procedures as highlighted below.

### **Disciplinary Procedures and Sanctions**

	<b>Offence</b>	<b>Indicative Category</b>
a	Disruption of, or improper interference with, the activities of the University (including academic, administrative, sporting and social) on University premises or elsewhere, resulting only in minor inconvenience	Category 1 or 2

<sup>1</sup> In this context, 'repeat complaints' are those involving the same address or students within the period of an academic term. Each situation is assessed on a case-by-case basis and the institution may skip certain steps or adjust the timeframe of a repeat complaint where the negative impact is deemed to be higher than normal

b	Disruption of, or improper interference with, the functions, duties or activities of any student or member of the University, or any authorised visitor to the University, resulting only in minor inconvenience	Category 1 or 2
c	Behaviour which has damaged, or could have damaged, the reputation of the University or the University's relationships with the local community / other organisations	Category 1 or 2
d	Disruption of, or improper interference with, the activities of the University (including academic, administrative, sporting and social) on University premises or elsewhere	Category 2 or 3
e	Disruption of, or improper interference with, the functions, duties or activities of any student or member of the University, or any authorised visitor to the University	Category 2 or 3
f	Behaviour which has caused serious damage, or could have caused serious damage, to the reputation of the University or the University's relationships with the local community / other organisations	Category 2 or 3
g	Failure to comply with a sanction previously imposed under the Disciplinary Procedures	Category 2 or 3

**Section A: Category 1 Offences dealt with by the Academic Services nominee**

Where the Academic Services nominee ('the nominee') determines there to exist a prima facie Category 1 offence the nominee may invite the student to accept one or more of the following sanctions:

- A formal written warning
- A Behavioural Contract
- To make a written apology to any party concerned
- To remove material published in hard copy or electronically which is deemed to be inappropriate
- To attend an alcohol/drug awareness session and/or a fire safety seminar at the student's expense [The student will be advised of any fees that they will need to pay to attend the session/seminar which will not be in excess of £40]

Where relevant, the nominee will stipulate the timescale by which the student has to comply with the sanction applied.

**Section B: Category 1 and 2 Offences dealt with by the Student Disciplinary Officer / Committee Panel**

Where the Student Disciplinary Officer / Committee Panel determines that the student has committed a Category 1 or 2 Offence, one or more of the following sanctions may be applied:

- A formal written warning

- A requirement to sign a Behavioural Contract
- A requirement to make a written apology to any party concerned
- A requirement to remove material published in hard copy or electronically which is deemed to be inappropriate
- A requirement to attend an alcohol/drug awareness session and/or a fire safety seminar at the student's expense [The student will be advised of any related costs that they will need to pay which will not be in excess of £40]
- A requirement to financially compensate or provide restitution for any damage to or loss of property;
- A restriction against contact with any concerned party, where the concerned party is a member of the University;
- A restriction excluding the student from representing the University in a paid or unpaid capacity for a specified period of time [This could include employment by the University on a casual basis, holding positions in University sports clubs, representing the University in events or voluntary roles such as a College Student Representative];
- A requirement to undertake unpaid services for the University, Students' Union or community to a maximum of 28 hours;
- Imposition of such other sanction as is considered appropriate to the offence, which would not involve suspension or dismissal from the programme or the University.

### **Section C: Category 3 Offences dealt with by the Committee Panel**

Where the Committee Panel determines that the student has committed a Category 2 or 3 Offence, one or more of the following penalties may be applied:

- Any of the outcomes available to the Student Disciplinary Officer listed under Section 11.2 and Section B above;
- A requirement to attend a workshop or course within a specified time period at the student's expense [The student's progression with their programme may be conditional upon its completion and this may result in a delay to the student's progression or graduation];
- Restorative action such as completion of a reflective statement or project [The student's progression with their programme may be conditional upon its completion and this may result in a delay to the student's progression or graduation]; □ Imposition of a fine.
- A requirement to undertake unpaid services for the University, Students' Union or community to a maximum of 50 hours;
- Exclusion from any part / premises of the University and/or from facilities / services provided by the University for a specified period of time;
- A requirement to partially or fully suspend studies for a specific period of time;
- A delay to graduation;
- Expulsion (i.e. withdrawal) from the University with or without the right to re-apply on to any further programme of study at Swansea University. In such circumstances the

Committee Panel shall consider whether to award the student an exit qualification i.e. a Certificate/Diploma (conditional upon the student having passed the requisite number of credits).

- Imposition of such other sanction as is considered appropriate to the offence.