

Annex 1

Procedures for the investigation of serious disciplinary offences and any subsequent disciplinary action for parts of the University based overseas or associate/franchise colleges based overseas

This procedure is to be used where it appears that a serious offence has been committed by any registered student of the University studying either at a part of the University based overseas or any overseas associate/franchise college.

The categories of offences are set out in the General Regulations and Procedures Affecting Students.

Minor offences should be dealt with under the Provost's procedure (in the same set of Regulations) if the student is studying at a part of the University based overseas; and by the local college regulations if the student is studying at an associate/franchise college overseas.

The 'how' and 'who' should carry out the 'administration' of the disciplinary exercise; the letters to the student convening the hearing, the notes of the hearing itself and the communication of the outcome/penalty to the student are matters best left to each individual location to manage within its own administration. It is vital however that the record of the hearing is taken by someone who is clearly quite 'separate' from the University's investigation.

- 1 When an allegation is made or an apparent disciplinary breach is found, a member of staff in the location shall be charged with conducting a formal investigation into the allegation.
- 2 The member of staff selected to conduct the investigation must be a senior member of staff who does not have an academic relationship with the individual student (i.e. they are not involved in the teaching or assessment of the student). Wherever possible the same individual will conduct all investigations at that location.
- 3 The investigation will be carried out under the advice/guidance of the University's Head of Security, based in the UK.
- 4 Having completed the investigation the member of staff concerned will forward a report to the designated senior member of staff, who will review the report and determine whether the University should press a disciplinary charge against the student.
- 5 If it is decided that a charge should be brought then the designated senior member of staff (or his/her nominee) will instruct the investigating member of staff to bring the charge formally against the student.
- 6 A hearing shall then be convened in accordance with the procedure set out in the Regulations (the student will be informed in writing according to the set timescales, providing them with copies of evidence, advising them of witnesses to be called and their rights of representation and requiring them to disclose their evidence, name of witnesses and so forth).

- 7 In lieu of the University Disciplinary Committee, a Disciplinary Panel shall be convened at the location with delegated powers to hear the case and determine whether the charge is proven or not. The panel shall comprise two individuals of high standing who are independent/external to the University (e.g. British Council members). Where practicable and appropriate, if there is a democratically convened student association which has an elected "head", this person may also be asked to serve as a third member of the panel.
- 8 The panel shall meet and conduct a hearing in accordance with the procedure set out in the General Regulations and Procedures Affecting Students. A record will be taken of the proceedings.
- 9 A copy of the record of the proceedings and the conclusion of the panel (as to whether the charge was proven or not) and the panel's reasons for reaching their conclusion will be forwarded to the designated senior member of staff.
- 10 The designated senior member of staff (or his/her nominee) will determine the penalty, having liaised with the Chairman of the University Disciplinary Committee, in accordance with normal University practice and precedence. S/he will inform the investigating member of staff at the location of the decision. The student will then be informed in writing of the decision and any penalty.

Advice on any aspect of the operation/administration of this procedure can be sought from the Clerk to the Board of Governors in the UK.

Annex 2

Student regulations for the use of information and communication technology and associated software and media

The University wants students to make best use of the information technology facilities it provides to support their learning and research. To do this the regulations below have been produced which cover the use of IT equipment, facilities and networks by members of De Montfort University.

In addition, students should be familiar with the following regulations, guidelines and codes of practice for IT use available in campus libraries, campus offices and on the University Internet pages.

- Regulations for using IT facilities
- Code of conduct for the use of software or datasets
- De Montfort University IT guide to legislation
- De Montfort University Internet Code of Practice
- De Montfort University Community Security Policy
- De Montfort University Network Security Policy
- Janet acceptable use guidelines.

Any breach of regulations, guidelines and/or codes of practice will be treated as a disciplinary offence.

The University retains the right to monitor all systems and networks used within or attached to the organisation or used on University premises.

1 Computer and communication systems

- 1.1 Students are only permitted to use University computing or communication systems or software for the purposes specified in their programme of study or research.
- 1.2 Without the specific and written agreement of the University, students are not allowed to use University equipment, software or facilities for:
 - 1.2.1 Consultancy or any other services leading to commercial exploitation of a product for personal gain
 - 1.2.2 Work of significant benefit to a third party, including a student's employer, whether permanent or for an industrial placement
 - 1.2.3 The distribution or acquisition of software, data, documentation or media to or from any third party or parties
 - 1.2.4 To gain access without permission and/or illegally to other systems either within the University or elsewhere.
- 1.3 Students must take due care not to introduce computer viruses onto any of De Montfort University's computer systems. Anti-virus software, where provided by the University, must be used to screen any external software, data or other electronic communication or any media transfer.

- 1.4 No computing or communication equipment, data, documentation or software may be borrowed, removed or modified without the written agreement of the University section or department responsible.
- 1.5 The use of computing and communications facilities is subject to the provision of several legal Acts including the Data Protection Act, the Copyright, Designs and Patent Act, and the Computer Misuse Act. Offences against these and any other or subsequent legislation currently in force may be reported to the appropriate authorities for further investigation and possible prosecution.

2 Software

- 2.1 Students will respect and fulfil the statutory and legal obligations pertaining to all University software, whether purchased, leased or otherwise obtained from a third party, or generated by any member(s) of staff or student(s) of the University.
- 2.2 Unless specifically stated otherwise, it will be assumed that the use of any software is restricted by copyright legislation making it an offence to:
 - 2.2.1 Copy any software, data, documentation or media produced by a third party without their explicit permission to do so;
 - 2.2.2 Export software, data, documentation or media to any other computer system, whether or not that system belongs to De Montfort University;
 - 2.2.3 Modify any software, data, documentation or media produced by a third party without their express permission to do so;
 - 2.2.4 Install or download software, data, documentation or media onto any systems of De Montfort University without the explicit permission or instruction from the University staff responsible for the system;
 - 2.2.5 To reverse engineer or decompile any third party software, unless this is specifically permitted in the licence agreement or their permission has been obtained so to do.

3 Audible devices

- 3.1 Students are required to ensure that all audible devices (such as mobile phones, tablets or laptops) are turned off or switched to silent at all times when their use would be disruptive to the academic or administrative processes of the University.
- 3.2 Such devices must therefore be silenced, for example, during lectures, seminars, tutorials, laboratory classes, assessments and during registration. They must also be silenced in all areas set aside for research or study (e.g. libraries) and in areas set aside for student administration such as enquiries and loan administration. They must also be silenced in the vicinity of such areas where required. Any official notices indicating that these devices must be turned off in a particular location must be complied with.
- 3.3 Any breach of this regulation will be dealt with as a minor offence, and any repetition will be dealt with as a major offence, under the provisions of the Disciplinary Regulations, except that non-compliance with this regulation in an examination will be regarded as an academic offence and will be dealt with under the Academic Offences regulations.

Annex 3

Student placements

Students should also refer to and comply with any code of practice on student placements and/or any regulations, procedures or provisions stipulated by the Faculty or the Programme

Provision for temporary withdrawal from placement

- 1 The Programme Leader or Faculty Provost may require a student to withdraw temporarily from a placement if, in the view of the Programme Leader or Faculty Provost there is good and sufficient cause to do so. The Programme Leader or Faculty Provost shall, when requiring the student to withdraw, provide a brief written statement outlining the reasons for the withdrawal. The withdrawal shall take place with immediate effect and shall be for no more than seven days.
- 2 The Programme Leader or Faculty Provost shall provide a full report of any such withdrawal to the Head of School and the designated senior member of staff as soon as possible and within 24 hours unless reasonably prevented from so doing.
- 3 The student shall have the right to make written representations to the designated senior member of staff provided that those representations are received by the designated senior member of staff within four days of the temporary withdrawal.
- 4 Within seven days of the temporary withdrawal, the designated senior member of staff (or his/her nominee) shall, after making such investigation as s/he sees fit and considering any representations which may have been made, make a decision to suspend or exclude the student or to take such other action under his general powers as he may decide, including discharging the temporary withdrawal.
- 5 The suspension/exclusion shall be reviewed every four weeks by the designated senior member of staff who may confirm, revoke or vary the suspension/exclusion in the light of any developments or of any representations made by the student or anyone on his/her behalf. If the suspension/exclusion is for more than 14 days duration, the suspended/excluded student has the right of appeal, through written representation, to the Vice-Chancellor.
- 6 Notwithstanding the order of suspension or exclusion the University shall not be prevented from taking disciplinary action against the student.

Annex 4

Policy and guidelines on the misuse of illegal drugs and/or “legal highs”

1 Policy statement

The possession, supply and production of drugs covered by the Misuse of Drugs Act 1971 is against the law. Many drugs not covered by the Misuse of Drugs Act (including some so called ‘legal highs’) are controlled through other legislation such as the Medicines Act 1968, making their possession and/or supply without a licence unlawful. Accordingly the University undertakes to deal with students who commit such offences and who may thereby endanger themselves or others, or may bring the University into disrepute. In addition to this, however, the University recognises that it has a duty of care towards its student members. It will therefore endeavour to restrict availability of dangerous or illicit substances at the University and provide health education and information about the dangers of illicit drug use and will refer those who need help to the appropriate support agencies.

2 Disciplinary issues

It is an offence under the Misuse of Drugs Act 1971 to possess, manufacture, produce, sell or give controlled drugs to another or to knowingly allow anyone to possess, use, manufacture, produce, sell or give controlled drugs to another. Other legislation creates offences such as possessing prescription drugs without a prescription and supplying certain drugs without a licence.

Disciplinary action will be taken against any student who commits any such offence on University premises, or elsewhere in circumstances likely to endanger other students or bring the University into disrepute.

3 Reporting suspected drug use

Details of any suspected illegal drug use must be reported to the Head of Security so that, if appropriate, the matter may be referred to the Police for investigation¹.

4 Students in private accommodation

Any student or member of staff who becomes aware that students in non-University accommodation are involved in the supply or use of a suspected illegal substance must report the matter to the Head of Security or Provost in order that the appropriate action may be taken. This may include disciplinary action and/or advising students of the support and help available to them, and keeping the appropriate people informed.

¹ See Chapter 2, paragraph 4 of these Regulations.

Annex 5

Weapons policy and practice

1 Weapons policy

- 1.1 Students or staff of the University or their guests must not keep or use guns, firearms, ammunition, knives, catapults or other offensive weapons on University premises. For the purpose of this policy, any offensive weapon is one intended or adapted to cause injury.
- 1.2 Bows and arrows used for archery are dealt with separately by this policy.
- 1.3 Students are not permitted to use firearms or other weapons as set out at 1.1 on University premises other than for authorised purposes.

2 Legislation and good practice

- 2.1 Staff and students who use firearms for authorised purposes must be familiar with the relevant legislation as it relates to their practice, eg:
 - The Firearms Act 1968
 - The Criminal Justice Act 1988
 - The Crossbow Act 1987
 - The Offensive Weapons Act 1966
 - And all other related legislation.
- 2.2 Weapons of any kind may be used for authorised purposes only when an approved instructor, firearms co-ordinator or firearms officer is present.
- 2.3 It shall be the responsibility of an individual to promptly inform the University's Head of Security if the Police withdraw a shotgun certificate or firearms certificate or similar licence, if that individual is holding or using firearms for authorised purposes on University premises. The University will require all students using firearms for authorised purposes to sign an agreement that they are prepared to be vetted by the University in liaison with the local Police to establish whether or not they are a prohibited person by virtue of the Firearms Act. Failure to sign this agreement debars a student from using a firearm on University property. The University expects that the student/students will comply with all storage requirements set by the Police/University when firearms are held on University premises.

3 Appeals

- 3.1 Appeals against any decision made in accordance with these provisions will be dealt with by the Appeals Committee, as outlined In Chapter 2, Part G of these Regulations.

4 Sporting and recreational use

- 4.1 Staff and students of the University who use firearms for sporting or recreational purposes off campus (eg a gun club) are required to keep their firearms at a secure and approved venue which is off University premises.

5 Archery

- 5.1 Archery may be conducted for sport and recreation on University premises. Staff, students and guests of or visitors to the University may participate in organised archery events only if the requirements of the Grand National Archery Association are observed in respect of the holding, possessing, transit and use of archery equipment. Students who are resident on University premises and who wish to keep archery equipment on campus for use in organised events must sign their archery equipment into a gun room and must not hold or keep such equipment in residential accommodation or in vehicles. Such students must obtain written authority from the University's Head of Security to bring archery equipment on to University premises.

6 Monitoring and review of the policy and regulations in relation to actual and potential weapons

- 6.1 It is the responsibility of the Committee of Provosts to monitor and review the application of regulations and policy relating to weapons on an annual basis.

7 Exemptions

- 7.1 In exceptional circumstances a student may apply for exemption from the regulation concerning the possession of personal or privately-owned weapons on University premises, eg if s/he is a sportsman or woman of a high order who occasionally needs to carry firearms across University premises going to or from an external gun club. In such instances, a written application must be made to the Head of Security.
- 7.2 Any student who is granted an exemption from the Regulation forbidding the holding, possession or use of personal or privately-owned weapons must carry the exemption at all times when the weapon(s) is/are on University premises.

8 Replica weapons

- 8.1 A student may be permitted to possess and use replica firearms or other imitation weapons on University premises in connection with their course of study, for example for the purposes of a dramatic performance or piece of artwork, provided they have written permission from their Faculty Dean obtained at least seven days in advance. The Dean will, in deciding whether to grant permission or to set certain conditions or limitations on the use of such weapons, consult with the Head of Security. In any event, a copy of the Dean's written permission must be lodged with the Head of Security at least seven days before the weapon is brought onto University premises.
- 8.2 The granting of such permission does not remove from the student any criminal responsibilities concerning the possession of replica firearms or other imitation weapons in a public place.

Annex 6

Fitness to Practise Procedures

1 Introduction

The University expects all students enrolled on a programme leading directly to a professional qualification or the right to practise a particular profession or calling to demonstrate high standards of behaviour in their professional and student lives. In certain subject areas, such as Nursing and Midwifery students are expected at all times to demonstrate that they are trustworthy and of good character and in good health so that they can practise safely.

Programme handbooks will provide further information about the standards of behaviour expected of students training for a particular profession. It is the student's responsibility to familiarise him/herself with the provisions and requirements of the relevant professional body.

- 1.1 Students on such courses who commit a major breach of the University's disciplinary code are subject to the relevant procedures as set out in Chapter 2 of these Regulations.
- 1.2 Students on such courses whose behaviour causes serious concern for their own safety or that of others may be subject to the procedures as set out in Chapter 3 of these Regulations.
- 1.3 Students on such courses who commit a major academic offence are subject to the relevant procedures as set out in Chapter 4 of these Regulations.
- 1.4 Students on such courses whose behaviour and/or health raises any other concerns about their fitness to practise are subject to Faculty Fitness to Practise procedures approved by the Academic Board.

2 Faculty Fitness to Practise Procedures

Faculty procedures may vary and will depend on professional body requirements and standards. However, all such procedures should contain the following elements:

- 2.1 All students should be informed of the fitness to practise procedure which applies to their programme.
- 2.2 Any student subject to such procedures should be notified in writing when such procedures are being invoked. Such notification must include the nature of any allegations or concerns and the name of the appointed investigating officer.
- 2.3 A student subject to such procedures may be accompanied at all meetings by a representative as defined in the Glossary to these Regulations.
- 2.4 Any investigation should be carried out in a timely manner using appropriate methods of evidence gathering.
- 2.5 Procedures should include a formal meeting at which the student can discuss the issues of concern in person with an appropriately qualified panel which will normally include a lay person and a representative of the relevant practice area

or profession. This panel decides the outcome of the procedure in the light of evidence presented to it.

- 2.6 Outcomes of the procedure should include the possibility that the student may continue on the programme subject to specified conditions or an agreed improvement plan.
- 2.7 If the decision-making panel decides to recommend that the student should be terminated from the programme, the case file and recommendation are sent to the designated senior member of staff (as defined in the Glossary to these Regulations) for confirmation. The designated senior member of staff will consider whether the stated procedure was followed, whether a reasonable decision was made on the basis of the available evidence, and whether clear reasons have been given for the decision. The designated senior member of staff will formally notify the student of his/her decision in writing.
- 2.8 If the designated senior member of staff upholds the panel's recommendation that the student should be terminated from the programme, the student has the right to appeal to the University's Disciplinary Appeal Panel in accordance with the procedures set out in Chapter 2, Part G of these Regulations.

Please note that any student wishing to appeal the decision to terminate their registration on the programme can only do so once they have received the formal notification of the decision from the designated senior member of staff.

3 Suspension from theory and/or practice

- 3.1 In cases where it is believed that there is good and sufficient cause to remove a student from placement, the procedure set out in Chapter 2, Annex 3 of these Regulations should be followed.
- 3.2 In cases where it is believed that there is good and sufficient cause to suspend a student from attending theory classes or from the University or other facilities and activities, the procedure set out in Chapter 2, paragraph 14 of these Regulations should be followed.
- 3.3 In both cases, if the suspension is for more than 14 days duration, the suspended student has the right of appeal, through written representation, to the Vice-Chancellor.

4 Termination of registration from programme of study

- 4.1 Where it is proven that a student has acted in such a way as to render them unfit to practice the profession to which that student's programme directly leads, the student will not be permitted to continue on that programme. In such cases the University reserves the right to inform the relevant professional or regulatory body of the outcome and the reasons for the Fitness to Practice Committee's decision.
- 4.2 Students who are terminated from their programme as unfit to practice will not be permitted to re-enrol onto the programme from which they have been terminated. The University reserves the right to decline applications to other programmes leading to: registration with a professional body; to a professional qualification; or the right to practice a particular profession when the student has previously been terminated from their programme as unfit to practice.

- 4.3 The University has a statutory duty to refer a student to the Independent Safeguarding Authority, the Disclosure and Barring Service and other relevant external stakeholders where that student has been terminated from training because their behaviour is believed to pose a risk of harm to children and/or other vulnerable people. Only the designated senior member of staff may make such a referral on the recommendation of the Fitness to Practice Committee.
- 4.4 The student will be permitted to transfer to another programme within the University provided that: the programme does not lead directly to a professional qualification or the right to practice a particular profession; the student meets the required entry requirements for the new programme; there is a place available on the new programme and the student is accepted as a suitable candidate by the new programme's owning faculty.

Annex 7 Policy on Dignity and Respect (Students)

Scope and Purpose of the Policy

This policy relates to all students of DMU. Every student is personally liable under the Equality Act and is expected to treat staff and students with dignity and respect and in turn to be treated with the same. DMU has a firm commitment to equality and diversity and will not tolerate the discrimination, harassment, bullying or victimisation of one member of the DMU community by another. DMU believes that each individual should be afforded dignity and respect and that each individual should in turn treat others with dignity and respect.

The purpose of this policy is to promote the development of a working environment in which these unlawful actions are known to be unacceptable and where individuals have the confidence to report these, should they arise, in the knowledge that their concerns will be dealt with appropriately and fairly. The policy outlines procedures to be followed if a student or potential student feels they are being discriminated against, harassed, bullied or victimised during their engagement with DMU.

A separate policy on Bullying and Harassment at Work exists for staff and advice on this may be obtained from the People and Organisational Development Directorate.

All students are reminded of the relevant clauses in the Disciplinary Code of the Student Regulations, in particular paragraphs 5.3 and 5.4.

5.3 Violent, indecent, disorderly, threatening, abusive or offensive behaviour to any student, employee of the University or the De Montfort Students' Union or any visitor to the University or any member of the local community or any behavior which in the reasonable opinion of the designated senior member of staff or relevant Provost is likely to be regarded as constituting such misconduct;

5.4 Abusive, threatening or offensive language (verbal or written – including social media websites) to any student, employee of the University or the De Montfort Students' Union or any visitor to the University or any member of the local community.

1 Definitions

- 1.1 The Equality Act 2010 identifies nine protected characteristics. These are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.
- 1.2 Unlawful discrimination - is behaviour or a policy or procedure which intentionally or unintentionally prevents individuals or groups who have a protected characteristic, from engaging or taking part in an activity. This may include selection for a course, job, promotion, award and so on. For example:
 - A student is excluded from a course related visit or placement because they are disabled.
 - A student is told to leave her course because she is pregnant.
 - Students or staff are compulsorily segregated, for meetings or events, on the basis of their religion, sex, sexual orientation or other protected characteristics.

1.3 Harassment is unwanted conduct that has the purpose or effect of creating an intimidating, hostile, degrading, humiliating or offensive environment for the complainant, or violating the complainant's dignity. Individuals or groups may be protected from harassment because they are from a protected group (Equality Act 2010), or because they are associated with the protected group. For example:

- Unwanted conduct of a sexual nature (sexual harassment).
- Treating a person less favourably than another person because they have either submitted to, or did not submit to, sexual harassment or harassment related to sex, sexual orientation or gender reassignment.
- Treating someone less favourably because they associate with gay, lesbian, bisexual or transgendered people.
- Treating someone less favourably because they are or are perceived to hold a particular religion or belief.

1.4 Bullying may be characterised as offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate or injure the recipient.

Bullying can take the form of shouting, sarcasm, derogatory remarks concerning academic or practical vocational performance or constant criticism and undermining. Bullying is to be distinguished from vigorous academic debate or the actions of a teacher or supervisor making reasonable (but perhaps unpopular) requests or analysis of performance of their students.

1.5 Victimisation takes place where one person treats another less favourably because they have asserted their legal rights in line with the Equality Act or helped someone else to do so. For example:

- A student alleges that they have encountered racism from a tutor, and as a result they are ignored by other staff members.
- A student who previously supported another student or member of staff in submitting a formal complaint for sexist behaviour is then treated in a hostile manner by staff.
- Staff brand a student as a 'troublemaker' because they raised a lack of opportunities for disabled students as being potentially discriminatory.

Cyber bullying occurs when the internet, social media, phones or other devices are used to send or post text or images intended to hurt or embarrass another person, known or unknown to the individual.

2 DMU's Commitment

2.1 DMU welcomes diversity and believes that every student has a right to work and study in an environment which encourages good relationships. DMU is committed to preventing unlawful discrimination, harassment, bullying or victimisation. The university's commitment to cultural diversity is expressed in its mission and vision statements.

2.2 DMU is a member of the Leicestershire 'Stamp it Out' Hate Crime Partnership led by Leicestershire Constabulary.

2.3 DMU Security take all incidents of bullying, harassment and victimisation very seriously and will record such reports and investigate as appropriate.

- 2.4 The Student at Risk Committee (SAR) within SAAS sits regularly to review cases of students deemed to be at risk to themselves or of posing a risk to others.
- 2.5 Every student is also personally liable under the Equality Act 2010 for their own actions. In cases of unlawful discrimination, harassment, bullying, or victimisation the University is required to consider students as third-party players. DMU is required to protect its staff, students, contractors and visitors from unlawful discrimination, harassment, bullying or victimisation. Students who are found to have committed these offences will be referred to the University's disciplinary policies and procedures.
- 2.6 DMU will ensure that any student raising a genuine concern under this policy is not victimised as a result.
- 2.7 As allegations of discrimination, harassment, bullying and victimisation are very serious, DMU will also treat very seriously any such allegations proven to be malicious or untrue and these are also likely to be the subject of disciplinary action.

3 Reporting and Responding

- 3.1 The over-riding principles in dealing with allegations or concerns of discrimination, harassment, bullying and victimisation are that they must be taken seriously, considered carefully and addressed speedily and where possible, in confidence.
- 3.2 Any student who feels that they are the subject of discrimination, harassment, bullying or victimisation, either by a fellow student, a member of staff or anyone else with whom they come into contact in the course of their period of study at DMU, may wish to make a note of incidents, dates, times and any witnesses, for future reference. Any student who considers themselves to have been the subject of discrimination, harassment, bullying or victimisation has the right to be listened to and to be given informed advice on how the matter may be resolved. There are usually a number of options.
- 3.3 In the event that a student considers that they are experiencing discrimination, harassment, bullying or victimisation, they have a number of options open to them. They may be able to speak directly to the individual concerned or to write to them expressing their concerns and requesting that the behaviour stop immediately. Alternatively, or subsequently if they achieve no success, they may wish to talk to someone in order to obtain another perspective on the situation and to ensure that someone else knows about it and can take action with them to ensure that it stops. It is envisaged that the large majority of cases will be resolved by such informal procedures, which are described in more detail below, but a final option is to make a formal complaint.
- 3.4 Incidents of bullying, harassment or victimisation may be reported to:
 - The Security Team. The team is available 24 hours a day and can be telephoned on 0116 2577642 or email in strict confidence securitytl@dmu.ac.uk.
 - Programme leaders, personal tutors or faculty provosts.

- The Student Appeals & Conduct Officer
 - Residence Officers in halls of residence.
 - Staff in the Leisure Centre.
 - De Montfort Students' Union.
- 3.5 Where an incident is not resolved through an informal route, students may place a complaint through the Student Complaint Procedures (see <http://www.dmu.ac.uk/dmu-students/student-and-academic-services/academic-support-office/student-complaints/student-complaints-procedure.aspx>) to the Student Appeals and Conduct Officer.

4 Informal Processes

- 4.1 Confidentiality is very important in dealing with cases of alleged discrimination, harassment, bullying or victimisation as experience shows that they will be much more difficult to resolve informally if information about the matter becomes common knowledge. Anyone approaching a member of staff or other individual for advice may, however, wish to be accompanied by a friend.
- 4.2 If, after having been approached, the adviser wishes to obtain guidance on how to deal with an alleged case of discrimination, harassment, bullying or victimisation they should seek the agreement of the person who has confided in them to that course of action and then consult with the Student Appeals and Conduct Officer. If the individual does not feel able to help in a particular case, they should explain the reasons to the complainant and refer them to another adviser.
- 4.3 Once the facts about the incident and the context of the action or behaviour that caused concern are established, there are a number of informal options available to the adviser to facilitate resolution of the matter. For example, the person who has experienced discrimination, harassment, bullying or victimisation could be encouraged to talk to the alleged perpetrator on their own or with a friend, who should be a member of DMU, accompanying them. The purpose of the conversation would be to make the perpetrator aware of the way their behaviour has been perceived and ask them not to repeat it. Alternatively, the adviser could facilitate a meeting between both parties to give the complainant the opportunity to talk to the alleged perpetrator and explain their view of the offending behaviour. Normally, the adviser should not take action following an informal approach concerning discrimination, harassment, bullying or victimisation without the agreement of the individual concerned.
- 4.4 As well as aiming to resolve matters informally, advisers should consider appropriate action to facilitate the restoration of working relationships after the event.
- 4.5 The action outlined above will be appropriate in many cases and will often be sufficient to resolve the matter. If, however, an informal approach does not achieve satisfactory results, or the nature of the incident(s) prompts the person who feels harassed to take a more formal approach, a formal complaint can be made in writing to the Student Appeals and Conduct Officer or the Head of Security.

- 4.6 In order to ensure consistency of approach and accurate statistical data with relation to cases of discrimination, harassment, bullying or victimisation all cases (however minor) should be reported to the Student Appeals and Conduct Officer by any member of staff who has counselled a student. Information should be sent via email and detail the names of the students involved and basic facts about the nature of the case. All such information will be treated with the utmost confidentiality.

5 A Formal Complaint

- 5.1 It is envisaged that the great majority of cases of discrimination, harassment, bullying and victimisation will be resolved by the informal procedures outlined above. However, Formal action may be considered where informal action proves ineffective, or where a student feels that an informal approach is not appropriate. A formal complaint must normally be registered in writing, as soon as possible after the incident concerned, with the Student Appeals and Conduct Officer.
- 5.2 A formal complaint of discrimination, harassment, bullying or victimisation should include the nature of the complaint, with reference to dates, times and places (where possible) in relation to a specific incident(s). The names of any witness(es) to the incident(s) should also be included.

6 Investigating a Formal Complaint

- 6.1 On receipt of a formal complaint where the alleged perpetrator is another student, the Student Appeals and Conduct Officer will handle the matter according to DMU's Disciplinary Code and Procedure as described in the General Regulations. Accordingly, the Student Appeals and Conduct Officer will discuss with the complainant whether further action should be taken under the Disciplinary Code and whether or not the police should be informed.
- 6.2 Where the alleged perpetrator is a member of staff, the Student Appeals and Conduct Officer will discuss with the complainant whether further action should be taken and, if so, will refer the complaint to the Director of People and Organisational Development. The Director will then inform the student of the procedure to be followed.
- 6.3 Where the situation is more complex than outlined above, for example in cases of alleged group discrimination, harassment, bullying or victimisation involving both staff and students, the Student Appeals and Conduct Officer will liaise with the Director of People and Organisational Development to decide how best to proceed.
- 6.4 Formal complaints about a Dean, or Pro Vice Chancellor should be referred to the Vice Chancellor. A complaint about the Vice Chancellor should be addressed to the Chair of Governors.
- 6.5 Formal Complaints about a Director should be made to the Director of People and Organisational Development.
- 6.6 Details of the arrangements for appeals are available from the Student Appeals and Conduct Officer and the Director of People and Organisational Development.

7 Monitoring of the Policy

- 7.1 The Director of Student and Academic Services will keep the implementation of this policy under review and will monitor its use through the Academic Support Office.

8 Personal Relationships at Work

- 8.1 DMU also has a Code of Conduct on personal relationships at work, which applies in circumstances where personal and professional relationships overlap. The Code can be found on the People and Organisational Development web site.

9 Use of DMU Computers and ID

- 9.1 Discrimination, harassment, bullying or victimisation may occur online and could be considered as misuse of DMU's computing services where this takes place using a DMU email account or from a DMU-provided piece of equipment or network. This includes potentially discriminative or offensive material posted on public access websites or social networking sites. Online harassment and bullying (cyber bullying) will be dealt with under the procedures outlined above. As well as infringing the DMU Policy on Dignity and Respect, such abuse of DMU facilities will also breach the University's IT Regulations and may be subject to disciplinary procedure. The IT Regulations may be found on the DMU website.