

**Imperial College Union
Board of Trustees / 14 June 2021**

Disciplinary Framework Update

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Purpose: To provide an update for Board on progress with updating our complaints and disciplinary policy.

Decision(s): To note the updated and approve the Complaints and Disciplinary procedures bye-laws.

1. Introduction

At the May Board meeting, a new framework for complaints and disciplinary was approved that split it into three streams: Members Complaints and Discipline, CSP Discipline, and Venues Discipline. The aim of this work has been to ensure we have robust procedures for when students have issues, and that we are taking measures to ensure students can be safe and comfortable when they engage with the Union. This paper gives an update on the subsequent work, summarises changes to the amended complaints and disciplinary bye-laws, and outlines the next steps that need to be taken.

2. Update on work and work still to be done

Stream	Update	Work to be done
Members Complaints and Disciplinary Procedures	<ul style="list-style-type: none"> Research into disciplinary procedures of other SUs was conducted by SS. The current version of the bye-law was reviewed by SS, TF, TN and AS. The bye-law was restructured and redrafted by SS, and is presented alongside this paper with a summary of changes in section 3 for approval by Board 	<ul style="list-style-type: none"> Approve bye-laws Ratify at Council Update Union bye-law governing document Work with new Officer Team to set 2021/22 Code of Conduct to accompany bye-laws
Venues Disciplinary procedures	<ul style="list-style-type: none"> Kick off meeting with SS, SL and RS to discuss scope of project Research into other SU venues policies done by SS Consultation of SSB around venues code of conduct 	<ul style="list-style-type: none"> Draft of venues code of conduct to be created by SS Future work to be taken over by SL and RS Create implementation plan once governance is in place
CSP disciplinary procedures	<ul style="list-style-type: none"> Not progressed 	<ul style="list-style-type: none"> Handover to incoming DPCS to continue into the next academic year Create implementation plan once governance is in place

3. Overview of Members Complaints and Disciplinary Bye-Law

The following outlines the key points/changes to the bye-laws that should be noted when considering the bye-law

- i) One combined complaints and disciplinary bye-law has been separated into two distinct ones two highlight two very distinct process: one which covers complaints to the Union about the Union service, and the other which covers complaints about members of the Union
- ii) Compared to the current bye-law, the new bye-law describes process more specifically to allow students and Union staff alike to understand what to expect raising a complaint
- iii) Both procedures have been put into the framework of a 3-stage approach where a matter escalates through the stages based on severity and requests for appeal. This is designed to ensure matters are dealt with efficiently and proportionately.
- iv) Responsibility for Union complaints rests with the MD, whereas responsibility for Members' disciplinary procedures now resides with the Board and President.
- v) Due to changes in the Board's sub-governance, references to the Governance Committee have been removed. Instead, the Board will appoint a 'delegated authority' to deal with discipline from which members for discipline panels will be appointed
- vi) All references to complaints against CSPs have been removed in light of the new framework. Note: while the CSP policies are still being developed, there isn't a governance gap since there are pre-existing CSPB policies that cover this and are sufficient in the interim.

4. Implementation steps

Following approval of the bye-laws, the following actions must happen such that the policies can be implemented:

- i) Create complaints form on the Union website with associated record keeping system for complaints and disciplinaries.
- ii) Create annual action list for adherence to procedures (e.g. when to appoint designated panel members).
- iii) Create guidance notes for the Complaints Handler (currently VA as Governance Officer) and Advice Centre on how to apply/interpret procedures.
- iv) Create comms plan for new policies to include:
 - a. Flowchart for complaints procedure
 - b. Flowchart for discipline procedure
 - c. Translating policies into website-friendly versions
 - d. Communication of Code of Conduct to all members
 - e. Purging of all visible website pages referring to complaints and discipline (to remove conflicting information).
- v) Update governing documents on website.
- vi) Liaise with College to inform of new procedures and create a plan of sharing information on discipline matters (particularly pertaining to the Report and Support Tool that has been recently implemented)