

## Appendix 1: College Regulations (including complaints procedure)

### 1. GENERAL

- 1.1 “Undergraduates” includes foundation year students, undergraduate visiting students, exchange students and graduates reading undergraduate courses (second BA or BM). “Graduate students” includes graduate visiting students, exchange students reading graduate courses, and PGCE students. “Students” includes undergraduate and graduate students. “Members” includes SCR members and students. “College Officers” are the Principal, Vice-Principal, Treasurer, Senior Tutor, Tutor for Graduates, Domestic Bursar, and the Development Director.
- 1.2 All students are members of the College and of the University, except foundation year students who are members of the college but not of the University.
- 1.3 All new students reading for a degree must attend a University matriculation ceremony at the time required by the College.
- 1.4 All members of the University are required to observe the Statutes, Rules and Regulations of the University. Students of the University who have matriculated are subject to the jurisdiction of the Proctors.
- 1.5 The University provides a Student Handbook which incorporates the Proctors’ and Assessor’s Memorandum. The Handbook is available on the University website on the link below:  
<http://www.admin.ox.ac.uk/proctors/info/>  
  
You should familiarise yourself with the sections on Conduct and Disciplinary Procedures. Note that any behaviour which is deemed by the University to constitute a disciplinary offence is also considered to be a disciplinary offence by the College, and will be treated as such under the procedures given in Bye-Law XI.5-11.
- 1.6 All members are required to observe the Statutes, Bye-Laws, and Regulations of the College. Copies of the Statutes, Bye-Laws, and these Regulations can be found on the LMH website on the link below:  
<http://www.lmh.ox.ac.uk/About-LMH/Documents-and-Publications.aspx>
- 1.7 Members must observe College policies and codes of practice relating to, but not limited to, equality, harassment, confidentiality, and health and safety issues.
- 1.8 All members are required to observe the rules laid down by the College Officers to regulate their respective departments of the College.
- 1.9 All members are required to preserve the amenities of the College, its buildings and grounds. Members shall not, by their conduct or that of visitors and guests for whom they are responsible, involve the College in financial loss by deliberate damage or misuse of College services, equipment or premises.
- 1.10 All members of the College should be aware of their own individual responsibility to exercise care in relation to themselves or those associated with them.

- 1.11 They should bring to the attention of the College (via the Porters' Lodge, Domestic Bursar or Treasurer) any question of safety or security about which they are concerned.
- 1.12 To enable College Officers to account for the whereabouts of members and guests resident in College buildings or houses in Fyfield Road in case of fire or other emergency, students must record their own absence at night in the Dean's Exeat Book and must also record the names of any overnight guests in the Dean's Visitors Book; both books are kept in the Porters' Lodge. This is for safety reasons, particularly in the event of fire.
- 1.13 Members of the College are advised of the dangers associated with sports and with activities on the river. Any serious injuries or accidents or near misses (defined as an incident which could have caused injury but fortunately did not on this occasion) must be reported immediately to the Porters' Lodge. The College wishes to remind all students who take part in sport that they do so at their own risk.
- 1.14 No gun or ammunition or weapon may be brought into the College. This prohibition extends to pellet guns, air rifles, and all manner of replica firearms.
- 1.15 Please note it is against the law to smoke within all College buildings at all times.
- 1.16 Because of the dangers of the river, the risks associated with walking under trees in windy or stormy weather, and the dangers of extremely high voltages present within the electrical substation, students of the College must sign a form to show that they take responsibility for their own safety in College grounds.

## **2. DISCIPLINE AND BEHAVIOUR**

### **Standards and requirements of behaviour**

- 2.1 Students should be acutely aware at all times that one person's actions in a communal environment necessarily affect others. This consideration is a precursor to our expectation of behaviour which does not disrupt the lives of others in the College, be they fellow students, or staff, both academic and support staff. It should be regarded as a privilege to study and reside in the College, and with this privilege come responsibilities. The College reserves the right to remove these privileges if they are abused, and this is the principle underlying the procedures laid out in Bye-Law XI.5-11.
- 2.2 Members shall not by their conduct interfere with the teaching or study of other members of the College or obstruct College Officers in the execution of their duty.

### **Our agreement with you**

- 2.3 We expect to offer you an environment in which you feel safe, and are supported in your study and in your personal lives. To do this we expect you to observe high standards in your own behaviour as outlined above, especially as it relates to others working and living in College, and to the reputation of the College, both within the University and more widely. We try to keep rules about personal behaviour within College to a minimum. Their aim is to reduce noise and disturbance to other College members, and to maintain as high a degree of security and safety as practicable. The Dean is responsible for seeing that the College runs

smoothly in accordance with the standards and requirements of behaviour expected and is able to impose financial and community service penalties. All members of the College are bound by the College Statutes, Bye-Laws, and Regulations. Members of the College are expected to make themselves familiar with these documents, and to behave appropriately. On a day to day basis, the Dean is supported by Junior Deans who live on the College premises, and the Lodge Porters.

- 2.4 If a student is subject to investigation for any offence the student should be informed at the earliest opportunity of the guidance and support available. If a student is in doubt about whom to speak to, the Welfare Co-ordinator will ensure they speak to the right person. Both the JCR and MCR have elected student welfare officers.

Guidance is also available from Personal Tutors, the Senior Tutor, and Tutor for Graduates.

### **College and the Law**

- 2.5 Although the College may seem to be a closed community, it is not. Please be aware that all the Laws of the Land still apply in College, and the Police have access at any time, should they wish. Our students are generally adult and so responsible for their own conduct inside and outside College. NOTE THAT ANYTHING THAT IS ILLEGAL OUTSIDE COLLEGE IS STILL ILLEGAL INSIDE COLLEGE and, if appropriate, steps will be taken to inform the police of illegal behaviour. Any student who is not an adult will have signed an agreement allowing parents or guardians to be involved in any issues that arise.
- 2.6 If prosecution in a court of law is likely for a particular offence, the College will take no disciplinary action, except, if necessary, to ensure the safety of others in the College or wider community, unless they are satisfied either that any criminal proceedings in respect of that breach have been completed, whether by conviction or acquittal or discontinuance of the proceedings, or that prosecution is unlikely. Any action taken would be likely to follow the procedures for Major Offences in Bye-Law XI.7.
- 2.7 If a student member is the subject of criminal proceedings in respect of an alleged offence of such seriousness that an immediate term of imprisonment may be imposed on conviction, or if a student member has been convicted of a criminal offence of such seriousness that an immediate term of imprisonment might have been imposed (and whether or not such a sentence was in fact imposed on the student member), she shall promptly inform the Dean in writing.

### **3. ACADEMIC WORK**

- 3.1 Graduate students are required to satisfy their supervisors, College Advisers and College and Faculty/Department tutors about the quality and quantity of work and to visit the Tutor for Graduates and their College Adviser at the times arranged to discuss their work and progress so that the Tutor for Graduates' and College Adviser's duties towards them may be carried out.
- 3.2 Undergraduates are required to visit the tutors assigned to them at the times arranged, to satisfy their tutors about the quality and quantity of work, and to attend classes or tutorials with those to whom their tutors may send them. It is the custom to wear an academic gown to official meetings with the Principal, tutors, and other senior officers of the College.

- 3.3 Undergraduates are expected to be in Good Academic Standing with the College, according to the criteria set out in Bye-Law XI.3a).
- 3.4 Undergraduates who fail to pass the First Public Examination or any other University Examination are normally required to withdraw. One resit is permitted for the First Public Examination. An undergraduate concerning whom there is evidence of insufficient progress in academic studies or lack of industry may be reported to the Senior Tutor<sup>1</sup>, and shall be given a copy of Bye-Law XI.4 concerning the Academic Disciplinary Procedure to be followed in such cases. Any student so reported will be fully informed of the academic deficiencies which are complained of, and will have access to the Senior Tutor, to bring forward any special circumstances. The student has the right to appear before any committee which is set up to consider the case and the right to bring an appeal against the decision of the Governing Body to an Appeal Tribunal of the Conference of Colleges.
- 3.5 Undergraduates wishing to undertake paid employment during full term should have the consent of their College tutors. They must also have the consent of their College tutors before making arrangements to take part in any theatrical production in term or to stand for any major office in the Oxford Union Society, their Common Room or in any other College or University Society. Undergraduates, exchange students and visiting students are advised to consult their College tutors before undertaking any paid or non-academic work in a vacation.

#### **4. FEES AND PAYMENTS**

- 4.1 All students must pay accommodation charges as required by their accommodation agreements, and all other College bills at such times as the Treasurer and Bursar may direct. These include bills submitted by the College on its own behalf and on that of the University.
- 4.2 College and University fees, charges and battels are payable in the first week of full term unless otherwise specified by the Treasurer. If all or part of the fees or charges remain unpaid, without a satisfactory arrangement having been agreed with and confirmed in writing by the Treasurer, the student will be suspended.
- 4.3 The College may charge interest, or an administration charge, on a termly basis, on any sums outstanding from College and University fees, charges, battels and fines.
- 4.4 (i) In respect of Home and EU undergraduate students the Student Finance entitlement letter (issued by Student Finance England, Student Finance NI, Student Finance Wales, Student Awards Agency for Scotland or Student Finance Services Non UK) must be received by the College by 31st August each year. If not, the College may require that the full amount of the fee invoice, irrespective of financial assistance, be deposited by the undergraduate at the due date.
- (ii) Overseas undergraduates are expected to demonstrate financial backing to the specification of the College. Specifically, overseas undergraduates are expected to demonstrate, by 31st August before the start of their course, that for the first year of their programme of study, they have funding to pay University and College fees and charges, including for College accommodation. They are also required to provide a signed declaration of their ability and intention to pay fees for the remaining years of the course without

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<sup>1</sup> If the Senior Tutor should be the Personal Tutor of the junior member in question, the Education Committee will appoint another Tutor to substitute for the Senior Tutor for this purpose.

evidence being required. Self-certification will also be sought of their ability to meet likely living costs for the duration of the course without evidence being required.

(iii) All undergraduate students are expected each year to have settled University and College fees at the latest by the end of the first week of Michaelmas term.

(iv) Privately financed Home and EU undergraduates are not expected to demonstrate financial backing to the specification of the College but are required to complete a residency form to confirm their fee status by 31st August before the start of their course.

4.5 In respect of graduate courses, graduate students, whether privately financed or sponsored or grant aided by private or public bodies, are expected to have demonstrated financial backing to the specification of the College. Specifically, graduate students are expected to demonstrate, by 31st August before the start of their course that, for the first year of their programme of study, they have funding to pay University and College fees and charges, including for College accommodation, if it is awarded. This will be supplemented for courses longer than one year by graduate students providing a signed declaration of their ability and intention to pay fees for any remaining years of the course without evidence being required. Self-certification will also be sought of their ability to meet likely living costs for the duration of the course without evidence being required. Graduate students are expected each year to have settled University and College fees at the latest by the end of the first week of Michaelmas term.

4.6 (i) Students who withdraw temporarily or permanently after the beginning of any term during the academic year may be liable to be charged College fees and charges for the term following that for which written notice of withdrawal has been received. Students who do not wish to return after the Long Vacation to continue their course may be charged College fees and charges for the ensuing Michaelmas term unless they have given six calendar months' notice in writing. Students who, for disciplinary reasons, are required to withdraw during a term remain liable to pay College and University fees and charges for that term.

(ii) Graduate students will not be permitted to suspend their status as research students unless all outstanding College bills have been paid, or satisfactory arrangements for payment have been agreed with and confirmed in writing by the Treasurer or Student Finance Officer. In addition, they will not be allowed to confirm their status or apply for appointment of examiners unless all outstanding College bills have been paid, or satisfactory arrangements for payment have been agreed with and confirmed in writing by the Treasurer.

(iii) The University fee is a yearly charge and is not refundable in full when a student withdraws for any reason during the course of the academic year.

4.7 Students normally resident outside the European Union or students who are dependent on funds from outside the European Union, may be required to deposit a sum equivalent to one-third of the yearly College fee and charges and one-third of the yearly University fee for European Union or Overseas Students as applicable, four weeks before the beginning of their first term, in order to indemnify the College in the event of sudden withdrawal or non-payment of fees. The deposit is in addition to the College fees and charges and the University fee payable by all students in the first week of Michaelmas term. The amount of the deposit may be offset against the amount due for fees and charges in the final term.

- 4.8 Students who as part of their course and with the approval of the College spend the whole of the academic year in another university or on an otherwise approved activity shall not be liable to pay College fees and charges for that year but will be liable to pay University fees at the rate specified by the University.
- 4.9 Students are warned that they may be charged at the end of the academic year should they require more than the normal amount of tuition, and that they must bear the cost of invigilation and/or the services of a typist, if, because of illness or for any other reason, they have to take any University examination in College and/or have any of their examination scripts typed.
- 4.10 Students are warned that the College may refuse to present them for degrees if at that time any debts, however incurred, are still owing to the College or to the University.
- 4.11 Students are warned that they are liable to pay both University and College fees for so long as they are working in Oxford, which means so long as they are using University or College facilities (libraries, laboratories, etc.), or are in receipt of any kind of tuition. Students resident in rooms in College buildings are deemed to be working in Oxford, and will only be permitted to reside in College buildings or use

College facilities or receive tuition if University and College fees have been paid. This does not apply to graduate students reading for some research degrees, diplomas and certificates. For further details see the University's Examination Regulations.

## **5. RESIDENCE**

- 5.1 Living accommodation is provided to students under accommodation agreements. Students living in such accommodation are required to observe the terms of the accommodation agreement; failure to do so may lead to termination of the agreement and to disciplinary action by the College.
- 5.2 All graduate students must inform the Student Records Officer of their address, both while resident in Oxford and when living outside Oxford before having taken the higher degree, diploma or certificate.
- 5.3 Undergraduates are normally required to live in buildings within the College perimeter including LMH houses in Fyfield Road during term for three years of their undergraduate course and therefore must obtain the permission of their tutor if they wish to apply to the Education Committee for permission to live elsewhere. Undergraduates who do not follow the proper procedures for obtaining permission to live elsewhere may find themselves liable to payment of a fine. The Senior Tutor's Administrator can advise on the procedure.
- 5.4 Any undergraduate who lives in accommodation outside the College must inform the Student Records Officer of any change of address.
- 5.5 Anyone who wishes to hold a party in a public room in College, or in a room provided under an accommodation agreement within the College, or in College grounds, or in one of the Common Rooms, must ask permission of the Dean. Permission will not be given for parties to continue later than 12.00 midnight on Fridays and Saturdays or later than 11.30 p.m. on other nights. Once permission is given, actual arrangements must be approved by the

Domestic Bursar. The holder of the party is responsible for seeing that it does not cause any disturbance.

- 5.6 The College Bar may be used by members of the College and their guests. It is subject to the Licensing Act and the rules laid down for the supply of alcohol by the Domestic Bursar and Treasurer must be observed.
- 5.7 Talbot Hall, the Simpkins Lee Theatre, the Monson Room, the Mary O'Brien Room, and the Old Library may be used for meetings or rehearsals only with the permission of the Domestic Bursar. Permission can be requested by completing the online booking request form on the intranet.
- 5.8 No meeting may be held within the College without the permission of the Domestic Bursar. Permission for a meeting to be held must be obtained at least a week in advance except that in the case of a meeting to be addressed by a speaker who is not a present member of the College, permission must be obtained at least three weeks in advance. The Domestic Bursar is empowered to waive this requirement at his own discretion, but failure to obtain permission within the time laid down is of itself a sufficient cause for permission to be refused.

## **6. MEDICAL**

- 6.1 On admission, students are required to complete a medical questionnaire or to arrange for the provision of a medical certificate. They must bring their medical card with them and register with the College Doctor, or with another doctor in Oxford, under the NHS or privately. During vacation students are eligible for treatment elsewhere as temporary residents.
- 6.2 Owing to the serious risk of the spread of tuberculosis the University requires that all incoming students previously living abroad in high risk areas must have their chests x-rayed. The necessary chest x-ray, which is free of charge, will be arranged in Oxford shortly after arrival unless the student can provide a chest x-ray film taken within the previous year.
- 6.3 Students who are unwell may consult the College nurse, and should do so if confined to their room within College and are requiring treatment. In cases of slight illness students may, at the discretion of the College nurse, be treated in their rooms. If seriously ill, or not fit to engage in full-time study, the College will require that they be treated in hospital or at home, and they or their parents or guardians will be responsible for any expenses involved.
- 6.4 Students who have no parent or guardian resident in the United Kingdom must inform the Student Records Officer of the name of a person resident in the United Kingdom who will take responsibility for them in serious ill-health or emergency.
- 6.5 Students may be considered not fit to study if their mental, emotional, or physical state affects their own academic performance, the performance of other students, or presents threats to their own long term health. In these situations, students will be required to intermit their studies, to receive appropriate treatment, and to return only when they are judged fit to study. Where there is disagreement between a student and the College about the student's fitness to study, the College will refer the student to the University's Student Fitness to Study Panel and will normally follow the recommendation of that Panel.

## **7. COMPLAINTS**

### **Our aim**

- 7.1 Lady Margaret Hall is committed to providing a good education for its students. It also aims to provide appropriate support services and facilities.
- 7.2 We endeavour to ensure that all students will experience:
- a high quality of academic tuition and guidance;
  - appropriate educational resources such as library and ICT provision;
  - appropriate pastoral support;
  - a safe environment;
  - good accommodation and catering services;
  - easy access to relevant information.
- 7.3 Although living and working in protected historic buildings and grounds has many pleasant aspects, there are also practical difficulties and legal constraints. It is not always possible or even legal, to make apparently obvious improvements. But if you have suggestions for improving any aspect of the College's services and facilities, we would like to know. Please do not hesitate to let us know about any suggestions. For minor problems about premises email [faults@lmh.ox.ac.uk](mailto:faults@lmh.ox.ac.uk)

### **When things go wrong**

- 7.4 Sometimes things do not go as expected or as hoped. It is often sensible to ask for advice. Advice may always be sought from the people below (Table 1). Contact them by email, by a note in the College mail or by dropping into their office.
- 7.5 A member of the JCR or MCR Executive may be able to help too, or at least to direct you to an appropriate member of staff.

### **Making a complaint**

#### **Informal Procedure**

- 7.6 If you consider that the advice you have received does not adequately address your problem, or if you feel that your problem warrants an immediate complaint, you should complain. Making a complaint is not a negative thing to do. It will help us keep our services under proper review and to make appropriate improvements as far as we can, both for you and for others.
- 7.7 The best way to resolve a problem is almost always to complain to the member of staff responsible (see Table 1). You may complain in writing, by email, or in person. If you wish to complain in person, you may bring another College member to support you.
- 7.8 The individual receiving the complaint will decide what to do and attempt to resolve your problem. Please be patient but do ask again if you feel that your complaint has not been dealt with adequately in a reasonable time

#### **Table 1: Areas of responsibility in College**



<b>For:</b>	<b>Ask:</b>
Academic matters	Your personal tutor or supervisor, or an advisory tutor, or the Senior Tutor or Tutor for Graduates, or (for visiting students) the Tutor for Visiting Students.
Administration relating to your course	Academic Registrar, or (for visiting students) the Visiting Student Administrator or (for foundation year students) the Foundation year Administrator.
Matters relating to the library	One of the assistant librarians or the Librarian.
Practical financial matters	Student Finance Officer or the College Accountant.
Practical matters about accommodation	Your scout, or the Head Housekeeper, or the Estates Manager.
Catering and Meals	Catering Resource Manager or the Head Chef.
Personal post, lost or stolen possessions or security	A Lodge Porter, or the Lodge Manager.
ICT	A member of the ICT team including the ICT Manager.
Health	The College Nurse or the College Doctors.
Your welfare or the welfare of some other member of the College	The Welfare Co-ordinator.

You will find a list of many of the current holders of the above posts in the Contacts and Who's Who section of the Undergraduate or Graduate Handbook. If in doubt, ask at the Porters' Lodge.

#### **Formal Procedure – stage one**

- 7.9 If you consider that your complaint has not been handled adequately through the informal process, or if you feel that the complaint is serious, you may complain formally. Your complaint should outline the issue on which you are dissatisfied and, if possible, state the outcome you are looking for (e.g. refunding money, letter of apology, etc.).
- 7.10 A formal complaint should be made in writing, or by email, to:
- the Senior Tutor on academic, health and welfare matters;
  - the Treasurer for financial and ICT matters;
  - the Domestic Bursar for security, catering, and accommodation matters.

If you prefer, you may speak to one of them first before writing or sending an email. If your complaint is about one of these three individuals, you should write to the Vice-Principal. If one of those individuals dealt with the complaint at the informal stage, you should address the formal complaint to the Vice-Principal.

- 7.11 Complaints about another student's inappropriate behaviour should be addressed to the Dean who will deal with it under the Disciplinary procedure outlined in Bye-Law XI.5-11.
- 7.12 Complaints about a staff member's inappropriate behaviour should be addressed to the Domestic Bursar or the Treasurer.

- 7.13 The individual receiving your complaint will investigate it, and may ask to see you to discuss the matter. You may be accompanied to any discussion by another member of College. The decision will be reported to you in writing.
- 7.14 Every effort will be made to ensure your complaint is dealt with promptly and efficiently.
- 7.15 If a complaint is found to be malicious, disciplinary action may be taken under the procedure outlined in Bye-Law XI.5-11.

**Formal Procedure – stage two**

- 7.16 If you feel that the response from the formal stage is unacceptable you may refer your complaint to the Principal within seven days of receiving the response.
- 7.17 This must be made in writing, or by email, setting out the reasons why you are not satisfied with the response, the remedy you are seeking, and the actions you would like the College to take.
- 7.18 The Principal will consider the case, and will decide what action to take, if any, and may, if necessary, convene a Complaints Review Panel. The Principal and/or the Complaints Review Panel may ask to see you to discuss the matter.
- 7.19 The Panel will consist of two members of Governing Body who have not been involved in the case, and one student from the common room to which the complainant belongs, and who is independent of the case. The Senior Fellow present will chair the Panel. The Panel will report to the Principal, who will decide what action to take.
- 7.20 The decision will be reported to you in writing. This letter will clearly state that all internal procedures are now exhausted.
- 7.21 If you feel that the College has not dealt adequately with your complaint, you may be able to take your complaint to the Office of the Independent Adjudicator for Higher Education. Information about the OIA is available at <http://www.oiahe.org.uk> You will see that you cannot take a complaint to the OIA until you have exhausted the available complaints procedures. So, whether your complaint is about a relatively minor matter or a very important one, the starting point is always here in College.

**Recording**

- 7.22 The Principal's PA will keep a record of all complaints, and will collate a summary of numbers, type of complaint, and the decisions taken for reporting to Equality Committee and Governing Body.

**Approved by Governing Body Michaelmas Term 2017**

