Student Conduct and Complaints

Key services	What you can expect from ACR	What we can expect from you – our stakeholders	Monitoring and escalation arrangements
Administration, support, advice and oversight of: • SSDC (Senate Student Discipline Committee) • SSDAC (Senate Student Discipline Appeals Committee) • Office of the Independent Adjudicator (OIA) Complaints • PGR complaints and disciplinary cases • Community complaints.	Administration of the committee process, including liaison and communication with students. Issuance of outcome letters within published timescales. Liaison with Fitness to Practise (FTP) Leads in respect of cases that concern students registered on courses with PSRB requirements. Guidance from the Head and managers for difficult disciplinary cases.	Provision of clear, accurate and complete documentation provided within the published timescales and detail provided in UDIPP.	Monitoring: Numbers of cases and trends are reported to LTC and SEC. Escalation: Schools to escalate concerns to ACR Head and Disciplinary Officers. ACR Head to escalate concerns to Head of School.
Administration, support, advice and oversight of non-academic student misconduct: • DTG (Disciplinary Triage Group) • NASDA (Non-Academic Student Discipline Appeals).	Administration (including investigation) of disciplinary hearings including liaison with Heads of other UEA departments. Notification to Schools of cases being considered by DTG, including FTP Leads in professional Schools.	DTG decision makers to provide clear outcomes, information and data on breaches and penalties given in line with published timescales and detail provided in UDIPP.	Monitoring: Numbers of cases and trends are reported to LTC and SEC. Escalation: Schools to escalate concerns to ACR Head and Disciplinary Officers. ACR Head to escalate concerns to Academic Registrar.
Administration, advice and support for FTP cases that require disciplinary action by SSDC.	Work towards defining the support for Professionalism / FTP / events provided by the team over the 2025/26 academic year.	Provision of clear, accurate and complete documentation provided within the published timescales and detail as outlined in UDIPP.	Monitoring: Numbers of cases and trends are reported to LTC and SEC. Escalation: Schools to escalate concerns to ACR Head and Disciplinary Officers.

Key services	What you can expect from ACR	What we can expect from you – our stakeholders	Monitoring and escalation arrangements
			ACR Head to escalate concerns to Head of School or FTP Lead, or Chair of SSDC
Recruitment and training of SSDC Panel members, including student panel members.	Provision of full training and support to nominated academic and recruited student members as required. Nomination requests sent annually to Governance Office for Senate approval.	Review nomination requests sent annually to Faculty PVCs and ADs (LT&Q). Allowance for SSDC staff panel members to attend cases throughout the year.	<u>Monitoring:</u> Appointed SSDC Chairs/Panel members and their Schools approved by Senate. <u>Escalation:</u> Schools / PVC /AD to escalate concerns to ACR Head.

Prepared by: R. Paley, S. Doe
Approved by: SLA Oversight Committee
Review date: August 2026