



Queen Alexandra's House Association

Residents Disciplinary Policy 2023 / 2024

Aims

1 Introduction

This policy applies to all Queen Alexandra's House Associations for the licence holders for the academic year 2024/2025.

This Policy will be reviewed annually to ensure that it is aligned to the Terms and Conditions of the Queen Alexandra's House Association License Agreement for each academic year. However, Queen Alexandra's House Association reserves the right to amend the terms of this Policy throughout the academic year without consultation should the need arise.

At the annual review, Queen Alexandra's House Association will engage with the House Committee and Council Committee to ensure the policy remains current and practicable.

Queen Alexandra's House Association expects residents not to breach this policy and will promote compliance within Queen Alexandra's House Association rules and regulations.

2 Aims

Queen Alexandra's House Association views being a resident as a privilege and an opportunity for personal and academic development whilst studying at your prospective university, with all that this implies regarding appropriate behaviour and mutual respect.

Life at Queen Alexandra's House should be a pleasant experience for all; however, this can be jeopardised by unacceptable behaviour. Queen Alexandra's House Association hopes that disciplinary sanctions will not be necessary and that all residents will enjoy a rich and fulfilling experience; however, residents failing to collaborate to a positive and tolerant environment can expect Queen Alexandra's House Association to act in accordance with this policy in matters of discipline within Queen Alexandra's House accommodation.

3 Purpose

The purpose of the Disciplinary policy is to:

- Remind all residents from time-to-time, as may be necessary, of the standards and behaviours required of them.
- Give all residents the right to be advised of any shortcomings in their standards and behaviour and to give them the opportunity to remedy such shortcomings.
- Prevent undisciplined or unreasonable behaviour adversely affecting the community of the Queen Alexandra's House or interfering with the establishment and

maintenance of effective working relationships and communal living within the residences.

- To support and educate residents with identifying healthier, safer, and more engaging and community friendly ways of living and to promote a safe living environment.
- To keep all residents, staff and visitors / guests safe at all times.

4 Key points / areas covered under resident discipline.

Residents are expected not to do anything that may cause prejudice good estate management and the smooth running and efficiency of the residence they live in. The following are examples of acts of misconduct which may lead to disciplinary action, but this is not intended to be an exhaustive list:

- The use of any unlawful drugs or other controlled substances;
- Possession of dangerous or offensive items including firearms and non-domestic knives;
- Interference with fire doors, fire alarms, smoke detectors or fire exits;
- Failure to evacuate the building in the event of a fire alarm;
- Anti-social and inconsiderate behaviour including noise towards fellow residents, guests, staff, contractors or members of the general public and local community;
- Throwing items, including food and litter, out of windows;
- Causing annoyance or nuisance to other residents, staff or to occupants of neighbouring properties;
- Smoking/vaping inside residential buildings, outside designated smoking areas in residential grounds or within 5 metres of Queen Alexandra's House;
- Failing to keep common areas clean and tidy and, in particular, failing to ensure that kitchen equipment, utensils, crockery and cutlery are washed and put away promptly after use and waste;
- Any behaviour which may be perceived as harassment, anti-social behaviour or annoyance to other residents, visitors / guests or staff;
- Any behaviour which may be perceived to be harmful (physically or psychologically) towards other residents or the staff of the residence;
- Persistent use of accommodation by a guest that exceeds the designated stay limit or subletting of the bedroom covered by the licence agreement;
- Failure to adhere to the Health and Safety guidance set out by Queen Alexandra's House Association e.g not attending welcome meetings.
- Failure to pay accommodation fees, fines, deposits on stated date.

5 Limitations

The following procedures cover action to be taken in response to behaviour covered by the current terms and conditions of Queen Alexandra's House Licence Agreement 2024 / 2025.

6 Application of the Residence Discipline Policy

This Policy applies to all those who reside at Queen Alexandra's House. As a resident you are responsible for the conduct of any invited Visitor(s). We may ask Your Visitors to leave the or remove Your Visitors from the Residence if We have reasonable grounds to believe that this is necessary for the safety or well-being of others or if they are seen to not comply with our regulations.

7 Reporting Misconduct

All staff and residents should report any concerns about any resident conduct within QAH to the reception team, Housemanager, Maintenance Manager, or the General Manager if they are on duty ('The initial responder'). You can report this verbally at reception or by email or phone.

Initial inquiry by 'The initial responder'

The Initial Responder is usually a member of the reception team, Housemanager, Maintenance Manager, or the General Manager. They will be responsible for making the first inquiries into the incident, once an alleged misconduct has been reported to them.

The Initial Responder's priorities will be of:

1. ensuring the safety of the premises, residents and staff in line with the appropriate safety guidelines.
2. gathering evidence and submitting a report using either an Incident Report and
3. where possible, confirming any alleged misconducts Student representatives such as Community Facilitators and Hall Leaders are not First Responders. If an alleged misconduct is reported to a Community Facilitator, they shall report the alleged misconduct to a First Responder immediately.

If, on their initial inquiries, the Initial Responder considers the incident to be urgent and/or believes it to break the law, they must immediately contact the Emergency Services and/or the General Manager for further advice and guidance.

The General Manager will confirm who, if anyone, should contact the Emergency Services if this has not yet been done and will also take responsibility for escalating the incident to the necessary Council Committee Members (as needed).

The Initial Responder will provide the maintenance Manager and General Manager and/or the On call staff member, with information regarding the report of misconduct and the process that the Initial Responder carried out in their initial inquiries, the evidence gathered using the Incident Report Form and from any other sources, and state the Initial Responders allegation of misconduct following their inquiries (i.e. confirmation of the original allegation or otherwise).

Following the initial inquiry carried out by the Initial Responder, allegations of misconduct are referred via the submission of the report to the relevant staff, as per above, at the first available opportunity and within 24 hours of the Initial responder's initial inquiry. Where an

alleged verbal or physical assault has been perpetrated by a resident on a member of staff, the immediate report to the General Manager may be verbal or written but a written report will normally be required within 24 hours.

8 Investigations by the Case Manager

All reports/allegations of misconduct are referred to a Case Manager, who normally will either be the General Manager or appropriate colleague within the Queen Alexandra's House, House Committee.

The person assigned as the Case Manager will analyse the available evidence submitted by the Initial Responder and may choose to investigate further to gather additional information as they see fit. This additional information may consist of; conducting a fact-finding investigation interview with all parties alleged to be involved in the incident including witnesses; reviewing CCTV footage and any maintenance logs or handover reports, reviewing the resident's conduct file for evidence of any previous cases of misconduct etc. ("Initial Inquiry Evidence").

In cases where the evidence submitted by the Initial Responder is indisputable, such as photographic evidence of the incident, resident confession in writing of incident or resident caught in the act of misconduct, the Case Manager can decide to refer the case straight to the General Manager without further investigation.

On completion of their investigation, the Case Manager will compile a Fact-Finding Investigation report outlining the fact-finding meeting with the alleged offender/s and witnesses, the evidence, and the outcome of the meeting. The Case Manager will send the report to the General Manager who will determine, normally within 5 days, whether:

- a. there is insufficient evidence to form the basis of a charge of misconduct; or
- b. there is sufficient evidence to form the basis of a charge of misconduct which constitutes a minor infringement of the regulations; or
- c. there is sufficient evidence to form the basis of a charge of misconduct which constitutes a major infringement of the regulations; or

9 Consequences of Misconduct

Misconduct by a resident of Queen Alexandra's House may result in one or more of the following penalties and / or sanctions, for the matters dealt with under this policy:

- a verbal warning
- an informal written caution
- a formal written warning, which can be green, amber or red
- mediation for victim or conflict related misconducts
- an order to pay for damages
- a request for you to move to an alternative room
- disqualification, on a permanent or temporary basis, from Queen Alexandra's House

10 Misconduct & Reprimands under this policy

The following represent the levels of action to be taken when dealing with incidents within Queen Alexandra's House:

1. Minor Misconduct;
2. Major Misconduct

Any action taken may be in addition to any costs incurred by Queen Alexandra's House in carrying out cleaning, any repairs or replacements required to rectify any damage or disruption caused by the resident(s) concerned.

There are five stages, and action may commence or be taken at any stage depending upon the seriousness of the offence and the existence of current warnings against the student.

1. Recorded Verbal Warning – For minor disciplinary matters but will still be formally recorded in the Residence's Disciplinary Database for one year.

2. Green Warning – For more serious cases or repetition of minor disciplinary matters, these will be issued in line with the matrix below and will be logged on the Residence's Disciplinary database for the entire duration of the student being in residences.

(These first two stages are dealt with at a local level and will not necessarily involve a formal investigative Interview)

3. Amber Warning – If disciplinary action becomes necessary following a Green Warning, or in the first instance of a more serious misconduct. This can be issued by the General Manager when it relates to fire safety; otherwise, these are only issued following consideration by the House Committee.

4. Red Warning – This will be issued on the recommendation of the House Committee, or prior to that when the situation demands immediate action to safeguard other residents and/or staff, with the appropriate notice by the General Manager in consultation with the House Committee.

5. Termination of Licensing Agreement - Where there is sufficient evidence to form the basis of 1 (or more) major infringements that place the physical or mental health of others at risk, it will be at the General Manager discretion either to issue multiple charges, or in consultation with the House Committee, they can where appropriate issue a termination of accommodation license agreement. The resident will be expected to leave their Residence within an agreed time frame (1 week as a suggestion for notice, but this can be flexible dependant on the nature of the risk).

Please note: incidents that involve multiple offences will be dealt with at the same time. Each offence will be considered and either individually issued with an appropriate warning or dealt with under a singular warning. This means in the event of there being multiple offences, there can be multiple misconduct warnings given.

In the instance when a resident is in receipt of a red warning and a second case of misconduct occurs that is decided by the General Manager to carry a red warning, the House Committee may Terminate the Licence Agreement alongside the second red warning, and in

these cases the resident will be expected to leave within an agreed time frame. The list below provides an indication of reprimands applied to each case dependent on the nature of the misconduct; this list is not exhaustive:

Areas of Misconduct	Example of Misconduct	Misconduct Category	Type of Warning Issued - First Time Offenders	Type of Warning Issued - Repeat Offenders
Upkeeping of Accommodation	Unacceptable common room, bedroom and/ or kitchen cleanliness	Minor	Verbal	Green
	Rubbish and recycling not placed in the designated areas, i.e. littering			
	Bringing a bike into the Residence outside of designated areas			
	Removing food from dining room during meal service / asking staff or residents to keep food back for you	Major	Red	N/A - repeat offenders will be issued a Notice to end their license agreement
	Unauthorised alterations or damage to the accommodation, including damage or removal of furniture, equipment, or curtains			
	Vandalism, damage or misuse of residential property (internal/external)**			
Pouring oil and food waste down the sinks and not using oil & food containers provided to dispose of waste				
Fire Safety	Obstructing communal areas or fire escape routes	Major	Red	Red
	Leaving your cooking unattended in the communal kitchens, including electrical cooking appliances.			
	Unauthorised use of a personal electric heater or electrical kitchen equipment in bedroom			
	The use of electrical equipment that does not meet current Health and Safety standards			
	Creating a fire hazard by using or storing flammable or dangerous materials (e.g. candles, incense sticks/burners, fireworks, petrol, paraffin, bottled gas, fairy lights, hookah or shisha pipes)			
	Failure to attend a mandatory fire safety meeting			
	Evidence of smoking/vaping inside residential buildings or grounds outside the external designated areas. This includes ash, cigarette butts, smell in rooms, ashtrays, repeated complaints from fellow Residents, caught in the act of smoking/vaping etc. Red N/A - repeat offenders will be issued a Notice to Quit to their license agreement Referral to Student Conduct and Appeals where suspected drug use is involved			
	Failure to evacuate the building promptly in event of fire alarm, and/or re-enter the building without permission**			
	Setting off fire alarms through irresponsible actions session (for example, use of any electrical equipment that may interfere with the alarm in the bedroom)**			
Tampering with fire equipment (including fire doors, extinguishers, and smoke alarms), or any other action posing a health and safety risk **				

Areas of Misconduct	Example of Misconduct	Misconduct Category	Type of Warning Issued - First Time Offenders	Type of Warning Issued - Repeat Offenders
Access and Security	Leaving windows open when leaving the bedroom	Minor	Verbal	Green
	Failure to shut main entrance doors in the Residence when entering or leaving			
	Persistent failure to carry keys/FOB requiring staff to enable entrance			
	Deliberate tampering with doors leaving residences insecure (e.g. propping external doors open)	Major	Red	N/A - repeat offenders will be issued a Notice to end their license agreement
	Creating an access security breach by marking a key, key fob or key card with the Residences address, lending keys/fobs/access cards to another person or copying keys, key fob or key card and giving them to anyone else			
	Theft by means of taking another person's property without permission or legal right and without intending to return it.			
Guests	Failing to always accompany a guest	Minor	Green	Amber
	Allowing a guest to remain in the Residence beyond 12am			
	Having a guest being disruptive			
	Having a guest stay overnight			
	Letting strangers into the Residence without following the guests' procedure			
	Failure to sign in / out your guest / visitor	Major	Amber	Red
Subletting your room – allowing use of your room by a guest in exchange for compensation (monetary or exchange of goods/services)				
Noise and Disruption	Playing ball games or with other projectiles in the Residence	Minor	Verbal	Green
	Making or allowing loud noise (including the use of kitchens, televisions or playing music) between 11pm and 8am			
	Hosting an unauthorised private party		Amber	Red
	Causing annoyance or being disrespectful to other residents or to occupants of neighbouring properties e.g. repeat noise/parties, offensive behaviour or language			

Areas of Misconduct	Example of Misconduct	Misconduct Category	Type of Warning Issued - First Time Offenders	Type of Warning Issued - Repeat Offenders
General Behaviour	Receiving more than 3 green warnings in the last 3 months, or 5 over the academic year	Major	Amber	Red
	Failure to attend compulsory meetings.			
	Abusive behaviour towards residences staff or preventing staff from completing their duties e.g. failure to attend meetings with staff, engaging with staff in a way that is aggressive or confrontational		Red	N/A - repeat offenders will be issued a Notice to end their license agreement
	Anti-social language or behaviour that causes upset or distress to other residents, visitors, staff or contractors (this may include but is not exclusive to bullying and harassment, racist/prejudice slurs)**			
	Anti-social language or behaviour that causes upset or distress to other residents, visitors, staff or contractors on any online QAH social media / chat sites			
	Any behaviour or threatened behaviour that Residences assess places the health and wellbeing of others at risk e.g. throwing anything from windows			
	Disregard for acceptable behaviour in respect of communal living e.g. abuse of communal areas			
	Possession or use of unlawful drugs (class B & C) or other controlled substances in QAH**			
	Failure to pay any fees, deposits, fines, or required payments on the stated invoice date.			
Unlawful conduct/ actions	Physical assault, sexual assault or violent behaviour**	Major	Red	N/A - repeat offenders will be issued a Notice to end their license agreement
	Drug dealing or possession of class A unlawful drugs**			
	Possession of dangerous, offensive items (e.g. weapons, laser pens etc.)**			
	Serious theft**			
	Behaviour by yourself or any of your guests that breach health, safety and conduct out lined in licence agreement e.g. bullying and harassment**			

**Offences of this seriousness could lead to criminal proceedings

Any staff member can issue a verbal, green, or amber warning, and The Principal can issue a red warning.

11 Disciplinary Procedure

On the basis of evidence available and provide by residents, the Case Manager will determine the level of the misconduct. The level of misconduct will determine the procedure taken.

12 Cases Referred to Local Management Decision

If following the initial inquiries, the Case Manager determines the incident to be a Minor Misconduct, the Case Manager will continue with the disciplinary procedure at the local management level, as follows:

1. The Case Manager will inform the resident in writing of the alleged misconduct, providing the evidence supporting the allegation and inviting the resident to attend a meeting to discuss the allegation. The resident will have 3 days to confirm their attendance or request an alternative date.

The resident will be informed of their right to be accompanied at the meeting by a peer or support person. If the resident fails to respond to the allegation, the General Manager can continue with this procedure in any event.

2. The Case Manager will consider all of the evidence available, including the student's response at the meeting, to reach a decision, usually within 3 days of the deadline for the resident's response, as to whether the resident has breached the Licence Agreement T&Cs.
3. The Case Manager has authority to consider and issue Verbal and Green warnings in addition to other sanctions such as fines as outlined on the Categories of Misconduct & Reprimands under this Policy section.

13 Cases referred for Resident Disciplinary to House Committee

If following the Initial Inquiries, the Case Manager determines the misconduct to fall under those assigned to the House Committee on the "Categories of Misconduct & Reprimands under this Policy", the Case Manager will hand over the handling of the case to the House Committee (the Committee), who will proceed as follows:

1. On referral, the Chair or nominee can choose to investigate further and to seek additional information as they see fit ("Additional Information"). Any further investigations shall be completed within 14 days from the date the case is referred to the House Committee.
2. The House Committee will meet at the earliest opportunity to consider the case (Committee Hearing). This can be held in person or digitally. The Committee composition will be:

- Chair: Chairperson House Committee
- Two Representatives of House Committee
- Other managers who should be consulted as part of the decision-making process as outlined on “Categories of Misconduct & Reprimands under this Policy”

The Committee shall be composed to ensure none of the Committee members have been involved with the residents, residence disciplinary at any prior stage. Where possible the committee must comprise of at least 3 of the above-mentioned members to present at the meeting; however, 2 committee members will suffice for the meeting to be quorate.

3. The General Manager will issue the student with an "Attendance Required" letter. The letter shall inform the student in writing of:
 - a. the allegation of misconduct as decided by the appropriate manager;
 - b. that the alleged misconduct is deemed serious enough to warrant consideration by the Committee;
 - c. the evidence supporting the allegation (including but not limited to the Initial Inquiry Evidence, the submissions made by the resident in the Local Management Procedure, the Case Manager's Decision, and any Additional Information)
 - d. the date, time, location of the Committee Hearing and whether the General Manager considers that witnesses should be invited to the hearing. The resident accused will not be given less than 7 days' notice of the date of the hearing. The Committee Hearing will be in term time only.
 - e. if the General Manager considers that witnesses would be valuable, the "Attendance Required" letter will inform the residents of which witnesses the Committee intends to invite and give the resident the opportunity to request a maximum of 2 witnesses.
 - f. the right for the resident facing a warning to be accompanied at the Committee Hearing by another QAH resident, a family member or friend:
 - g. if the resident is to be accompanied, the name(s) of the person/persons who is/are to attend must be received in writing by the General Manager at least 48 hours in advance of the hearing. The Chair of the House Committee or Appeal Committee has the discretion to refuse to permit a representative, friend or family member to attend where prior written notice has not been given.
 - h. the process to take place at the Committee Hearing; and
 - i. that the resident has the opportunity to respond in writing to any further evidence not considered within 5 days of receiving the Attendance Required Letter with supporting evidence, limited to 10 pages.

4. The Committee Hearing will normally take place in person or via a digital meeting platform and will proceed as follows:
 - a. The Case Manager, or their nominee, will make submissions to the Committee regarding the allegation of misconduct and present any evidence in support of its submissions; the Committee will have the opportunity to ask questions regarding the Case Manager's submissions.
 - b. The resident will then make submissions to the Committee regarding the allegation of misconduct and present any evidence in support of their submissions; the Committee will have the opportunity to ask questions regarding the residents' submissions. In the instance the resident has submitted a statement to the Committee for consideration in place of a meeting, the Committee will read together the submission.
 - c. Where pertinent, witnesses will then be asked to provide their account of events surrounding the alleged misconduct; the Committee will have the opportunity to ask questions of each witness.
 - d. The Committee will have the opportunity to ask any final questions of the attendees.
 - e. Once the resident's case has been fully presented, the Committee Chair will adjourn the meeting for a period of time depending on the complexity of the matter(s) to be considered;
 - f. Once all the facts and information have been fully considered, the Chair will reconvene the hearing and advise the resident of his/her decision where it has been made; and
 - g. Confirmation of the decision will also be provided in writing within 7 working days after the conclusion of the hearing.
5. The Committee Chair has authority to consider and issue Green, Amber and Red warnings, and/or to further refer cases to the Council Committee, in addition to other sanctions such as fines as outlined on the "Categories of Misconduct & Reprimands under this Policy".

14 Informing Resident of Outcome

If the resident is found to have breached the Licence Agreement T&Cs, the decision will be communicated to the resident in writing within 7 working days of the Local Management's or Committee's decision being made (the "Disciplinary Outcome Letter"):

- The written evidence and outcome letters confirming the decision made by Local Management or Board shall be kept on the resident's electronic file for the entire duration that the resident lives in residence, where there is a finding that the resident has breached their Licence Agreement T&Cs.

- If the resident is found not to have breached the Licence Agreement T&Cs, the individual will be advised of this in writing and no further action will be taken under this procedure.

15 Right of Appeal

Under this policy, a resident may submit an appeal against the outcome reached by the House Committee, if the grounds for appeal satisfy either or both criteria below:

a) there is new evidence that could not have been, or for good reason was not, made available at the time of the hearing, and sufficient evidence remains that the appeal warrants further consideration; or

b) evidence can be produced of significant procedural error on the part of Queen Alexandra's House before or during the hearing.

16 Decisions made by the House Committee

Following the written confirmation of the Council Committees decision, an appeal must be submitted in writing, within 14 days, BY EMAIL to: info@queenalex.com.

The grounds for the appeal must be clearly stated as part of the request and residents should include any supporting documentation, they wish to have considered together with a statement of appeal outlining how they believe their case meets either or both of the criteria outlined above.

The Chairman of Queen Alexandra's House will have the discretion to take into account grounds (including grounds of compassion) other than those stated above in deciding whether to allow an appeal to be heard.

If the Chairman of Queen Alexandra's House decides to allow an appeal to be heard, they will appoint an Appeal Committee. They will normally advise the resident, in writing, of their decision on the appeal application within 28 days of its receipt. The written notice of the Appeal will include:

- a. The grounds on which the appeal has been allowed;
- b. The date, time and location of the Appeal hearing. The student will not be given less than 7 days' notice of the date of the Appeal hearing. The Appeal Hearing will be in term-time.
- c. the composition of the Appeal Committee;
- d. copies of all papers to be considered by the Appeal Committee, including any statements from Residences Representative(s)
- e. if the student wishes to present any further evidence, this material must be supplied to the Chairman of Queen Alexandra's House at least 7 days before the Appeal date.

- f. the Chairman of Queen Alexandra’s House will supply the members of the Appeal Committee, a minimum of five days in advance of the hearing, with the grounds for appeal with supporting documentation, the papers presented at the hearing from which the appeal arises and a statement from Residences Representative(s) in response to the grounds for appeal:
- the right for the resident facing a charge of misconduct to be accompanied at the Committee Hearing by another resident, a family member or friend (Not a professional or legal personage).
 - if the student is to be accompanied, the name(s) of the person/persons who is/are to attend must be received in writing by the General Manager at least 48 hours in advance of the hearing. The Chair of the relevant Appeal Committee has the discretion to refuse to permit a representative, friend, or family member to attend where prior written notice has not been given.
- g. The process to take place at the Appeals Hearing (digital or in-person) If an appeal is rejected, the Chairman of Queen Alexandra’s House will provide the resident with the reasons in writing.

17 Procedures that take precedent over this policy and procedure

Where misconduct results in the Police involvement and an investigation is started, this procedure may be paused until the Police conclude their investigations accordingly.

Where a resident is currently receiving formal welfare support, whilst their personal circumstances may be taken into account when issuing a decision, it will not exempt any resident from being disciplined accordingly and in line with this procedure.