



**COLLEGE CONDUCT,
CONFLICT AND
STUDENT DISCIPLINARY POLICY
AND PROCEDURES 2021-22**

Document Title		
COLLEGE CONDUCT, CONFLICTS AND STUDENT DISCIPLINARY POLICY AND PROCEDURE		
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Summary/Description:		
<p>This document defines the College Code of Conduct as it pertains to staff and students studying or working at All Nations Christian College including those on courses validated by The Open University. It also seeks to provide a framework for the resolution of conflicts, disputes and grievances between all members of the College community and for dealing with student and disciplinary matters.</p>		
Feb 2022: Amended <i>Roles Responsibilities, Policy Approval and Review</i> section to bring it into line with all other College policies		

ALL NATIONS CHRISTIAN COLLEGE

To train and equip men and women for effective participation in God's mission to His multicultural world.

COLLEGE CONDUCT, CONFLICTS AND STUDENT DISCIPLINARY POLICY AND PROCEDURE

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2 INTRODUCTION

As a Christian College, All Nations is generally a community whose members, both staff and students, live in harmony with one another, are happy to work within the College regulations and behave in a way that is generally considered to be acceptable. Any serious infringements of those regulations or the College Code of Conduct are very rare. This policy seeks to provide a framework for the resolution of conflicts, disputes and grievances between students and between students and staff members as well as providing a framework for dealing with all student and staff disciplinary matters.

3 LEGISLATIVE FRAMEWORK

This policy has been developed in accordance with the following laws and regulations. This list is not exhaustive:

- Data Protection Act 2018
- Equalities Act 2010
- UK New Quality Code for Higher Education – Concerns, Complaints and Appeals
- Open University Handbook for Validated Awards
- The Good Practice Framework: Handling Student Complaints and Academic Appeals by the Office of the Independent Adjudicator December 2016

4 COLLEGE CODE OF CONDUCT

- 4.1** The College Code of Conduct is based on upon principles that derive from the nature of the College as a Christian institution: biblical concepts of love and respect for individuals, property and the environment. It is expected that all members of the College community's behaviour will reflect these concepts and to live in a manner that pleases God.
- 4.2** The Code of Conduct applies to students and staff of the College at all times and in all places during the period of their registration or employment with the College, including vacations. It is expected therefore that all members of the College community will:

- a. Function within the framework of the College as a Christian institution;
- b. Demonstrate love, with related virtues of respect and consideration, for others, both inside and outside of the College community;
- c. Act justly, fairly and honourably as an expression of their commitment to the College community;
- d. Adopt a diligent and co-operative approach to all aspects of academic life;
- e. Take responsibility for the creation and maintenance of a supportive educational community in which everyone can self-manage their learning and teaching;
- f. Demonstrate commitment to College life and activities;
- g. Maintain the good name of the College.
- h. The following are examples of conduct which are not acceptable to the College community, and which may lead to the invoking of the relevant disciplinary procedure (or, if appropriate, in contacting the police):

4.2.1 Disciplinary offences including but not limited to:

- a. activity which brings the College into disrepute;
- b. misconduct in relation to the use of any of the other College facilities, services, and accommodation;
- c. disruption of the normal operation of activities within the College;
- d. harassment or misbehaviour on College property or in dealings with others;

4.2.2 Minor Offences or mild infringements are all those actions which could cause minor offence to the College and its members.

4.2.3 Major Offences or serious infringements include:

- e. Conduct that does or is liable to cause, violence to a person or damage to property. Please note that exercising freedom of speech or academic freedom, no-one is permitted to commit acts of violence or terrorism.
- f. Majorly interfering with, or unreasonably impeding members of the College in carrying out their duties.
- g. Bribery, theft, fraud or misapplication in connection with funds or property of any kind in College.
- h. False pretences or impersonation of others, within or without the College, in connection with academic attainments or financial awards (this would be dealt with under the College '[Academic Misconduct Policy](#)').
- i. Refusal or failure to pay a fine or comply with any penalty (subject to any right of appeal applicable) imposed by the College.
- j. All forms of bullying and harassment, including sexual and racial harassment, in all College locations and situations where students are participating in formal College activities or are representing the College or are present at events, social or otherwise, organised in association with the College. If this has been alleged, please see the College '[Harassment Policy](#)') for added information.
- k. Victimisation or retaliation of a student or staff member or employee who has, in good faith, made, supported or assisted in the making of a complaint – even if the complaint is not upheld – provided the action was taken in good faith.
- l. Misuse of e-mail, social media, computer facilities, or any aspects of College communications networks.
- m. Dishonesty in relation to dealings with the College, its staff members, visitors and associates and other students.

- n. Actions which may be injurious to the health, safety and welfare of any person.
- o. Moral misconduct as defined by the College's Statement of Faith and the Biblical teaching referred to therein.

4.2.4 Staff Gross Misconduct include:

- a. All major offences outlined in 6.2.3 above
- b. Forgery or falsification of records
- c. Fighting
- d. Refusal to carry out reasonable instructions
- e. Being under the influence of drink or of illegal drugs while at work
- f. Gross negligence
- g. Bribery or Fraudulent recording of time worked
- h. Wilful absence from duty
- i. Misuse of the internet, e-mail or mobile telephone
- j. Sexual or racial harassment
- k. Explicit and publicly expressed dissent from the College's Basis of Faith
- l. Conduct in or outside work which is contrary to Christian teaching on morality or which will undermine the reputation of the College.

5 STUDENT AND STAFF CONFLICT RESOLUTION & MINOR OFFENCES: POLICY

- 5.1** Whilst the College will not investigate any grievance which it considers to be frivolous or vexatious, dissension between members of the community, whether staff or students, will always be given due attention when all attempts at mutual conciliation have failed the aggrieved parties.
- 5.2** The College aims to respond to all issues confidentially, fairly, promptly and in a sensitive way. They will do so in accordance with the College's Diversity and Equal Opportunities Policies and with due regard to data protection issues.
- 5.3** Staff called to mediate or investigate alleged unacceptable behaviour aim to facilitate resolution and offer constructive solutions. All mediators, facilitators and investigators will act in the best interests both of any and every student concerned and of every other member of the College Community.
- 5.4** No-one will be disadvantaged by raising a complaint, dispute or grievance.
- 5.5** The grievance may be withdrawn without prejudice at any time during the process.
- 5.6** Grievances involving more than one issue may, in some cases, require the resolution of one issue before dealing with another. This may necessitate having a discussion with all parties regarding the best way to resolve the whole situation satisfactorily.
- 5.7** Since any process of conciliation and mediation will, by its very nature, usually take some time to resolve, no timescales have been put on this process.
- 5.8** In bringing the issue to the attention of the College both parties are agreeing to accept the solution proposed by the College mediators.

6 STUDENT AND STAFF CONFLICT RESOLUTION PROCEDURE & STUDENT MINOR OFFENCES PROCEDURE

- 6.1** It is expected that conflicts and mild offences by students will be dealt with informally within the tutorial system and that staff will usually be able to resolve conflicts between themselves. Mild offences committed by a member of staff will be dealt with by their line manager.
- 6.2** There is no universal formula to fit all such occasions, but generally we would expect both parties to follow Biblical guidelines by behaving as follows:
- 6.2.1** The aggrieved student/staff member(s) should stop and pray about the situation and their response.
- 6.2.2** Those concerned should seek to tackle the issue between themselves, without gossiping to third parties and not complaining to higher authorities unless this has been done.
- 6.2.3** The exception would be in a case of perceived harassment, (see the College '[Equality and Diversity Policy](#)' for definitions of what constitutes harassment). In this case a person may feel, quite reasonably, that they do not feel able to confront the person(s) concerned. Victims of harassment are always strongly urged to tell the person mentioned in 4.1 above if they feel they are being mistreated in this way. If not that person, then another member of staff e.g. the Pastoral Care tutor. However, since harassment is considered to be a major breach of the College Code of Conduct, it should be dealt with as a disciplinary procedure (see below).
- 6.3** If, despite their best prayerful endeavours, the parties are unable to resolve their conflict or they feel the minor offence has not been adequately dealt with, they should:
- 6.3.1** In the case of a conflict between students or where a member of staff has a grievance with a student: consult one or both of the student(s)' personal tutors to mediate.
- 6.3.2** In the case where a student has a grievance with a member of staff: consult the student's personal tutor and/or the staff member's line manager to mediate.
- 6.3.3** The consulted person should be independent of the circumstances which gave rise to the grievance. If there is a conflict of interest, the Programme Leader of the student or the Line manager of the member of staff or, if inappropriate, the Principal/CEO should be called upon to select a mediator who would be acceptable to both parties.

Mediation

- 6.4** The chosen mediator will seek to facilitate a resolution by taking the appropriate actions to bring the matter to a satisfactory conclusion.
- 6.5** Resolving the conflict may include:
- 6.5.1** inviting a third party or parties, either as witnesses or for support for those involved, or to assist in mediation.
- 6.5.2** appointing a mutually acceptable facilitator for formal resolution procedures, which will be set up as sensitively and confidentially as possible.

Minor Offences

- 6.6** If the grievance involves a student's minor infringement of the College Code of Conduct, i.e. an action which could cause minor offence to the College and its members, the mediator will:

6.6.1 **Either** arrange an informal meeting with themselves, the student and any others concerned in the alleged misdemeanour to consider the evidence before bringing the matter to a conclusion.

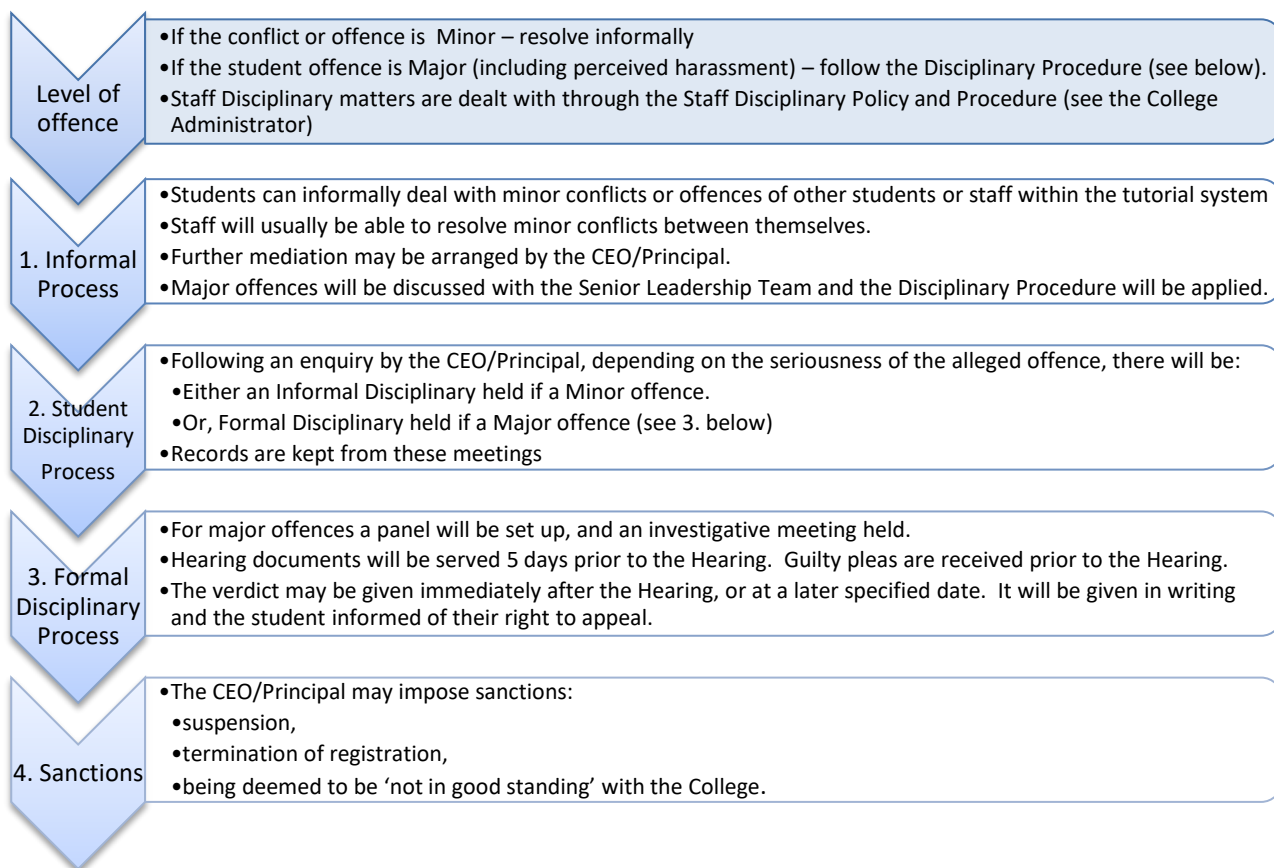
6.6.2 **Or** suggest that the case should be considered by the student's course Programme Leader, who will arrange an informal meeting with themselves, the student and any others concerned in the alleged misdemeanour to consider the evidence before bringing the matter to a conclusion.

6.7 The primary aim of such an investigation would be corrective rather than punitive. The object would be to help the individual whose performance and/or conduct has failed to reach the required standards, to make the necessary improvement and where appropriate, to bring about appropriate restitution.

6.8 In the event of a reasonable suspicion arising that a student has committed a minor offence the tutor will ensure that credible evidence exists for any decisions reached.

6.9 However, if the conflict involves an accusation of a larger breach of the College Code of Conduct, the mediator may, in consultation with the Senior Leadership Team, suggest that the matter should be dealt with by the appropriate disciplinary procedure.

Procedures at a Glance



7 STUDENT DISCIPLINARY POLICY

- 7.1** The college hopes that all students will enjoy their studying and the community life at All Nations and will observe the rules and standards which have been set. However, in the event of a student failing to fulfil its policies, standards of performance or rules of conduct, the following principles and procedures will be adopted by the College. These principles are in addition to those outlined in the Conflict Resolution policy principles in section 3.3 above
- 7.2** These principles and procedures are designed to clarify the rights and responsibility of the College and students in respect of disciplinary action.
- 7.3** The student disciplinary procedure applies to all students of the College (see 3.2 above).
- 7.4** The primary aim is corrective rather than punitive. The object is to help the individual whose performance and/or conduct has failed to reach the required standards, to make the necessary improvement.
- 7.5** The College also aims to combine consistency in the overall procedure with justice for the individual.
- 7.6** All parties to an investigation will be offered support by the College pastoral team. Students may also choose to be accompanied by or represented at any meetings by a supportive friend. This friend must be someone independent of the circumstances that gave rise to the meeting and not the person offering them pastoral support through the process.
- 7.7** Any person or body taking decisions in line with this Policy shall seek to act in the best interests both of any and every student concerned and of every other member of the College Community and society in general, especially where offences committed may have legal implications.
- 7.8** In particular, where an issue arises in line with this Policy the decision-maker may decide to adjourn for the time being any disciplinary proceedings, if the decision-maker considers that concern and support are more in the student or member of staff's best interests than continuing such proceedings.
- 7.9** In such cases, the relevant decision-makers may impose such conditions or requirements as are appropriate in the circumstances.
- 7.10** Where a student fails or refuses either to accept any supports offered or to comply with any conditions or requirements imposed, then:
 - a. where the proceedings have been adjourned for one year or less, the relevant decision-makers shall decide whether or not to recommence the adjourned proceedings or to commence new proceedings pursuant to this Policy, and
 - b. where the proceedings have been adjourned for longer than a year, the relevant decision-makers shall not have the option to recommence any such adjourned proceedings, and may only decide whether or not to commence new proceedings pursuant to this Policy.
- 7.11** This is an evidence-based process, so in the event of a reasonable suspicion arising that an offence has been committed, it will be the responsibility of the Principal/CEO to ensure that credible evidence exists for any decisions reached.
- 7.12** Evidence may be in any form usually admissible in a court of law, including the testimony of any witnesses, the statements of the student, documentary or other tangible evidence such as visual or auditory records or material evidence such as physical items.
- 7.13** Social networking and other websites or similar media may be referred to by the panel when investigating offences under this Policy.
- 7.14** This disciplinary process will be progressed in a timely manner and all stages of the investigation will be completed in no longer than 90 days unless unavoidably delayed. In the case of delays at any stage during the process, all parties will be informed of the reason for the delay and the new timetable.

- 7.15** Serious issues may be referred to the Board Chair if the Principal/CEO is a party to the problem.
- 7.16** Serious issues may necessitate taking legal advice or involve the police (for example in cases of sexual violence (see the College '[Equal Opportunities Policy](#)') and where there is a concern relating to other extreme violence or potential or actual terrorism, i.e. offences that could put others at risk, (see section 3.3.3.f above).
- 7.17** An investigation into a claim of sexual harassment will be conducted wherever possible by a worker of the same sex as the complainant and confidentiality maintained.
- 7.18** Any malicious complaints may result in action against the complainant.

8 STUDENT DISCIPLINARY PROCEDURE

These procedures will be used if an accusation of misconduct is made against a student regardless of the origination of the complaint.

Initial Enquiry (to determine the seriousness of the offence)

- 8.1** Normally the Principal/CEO shall formally interview the student as soon as is practicable when an alleged disciplinary offence is brought to his/her attention. He/she will carry out a preliminary investigation by speaking or writing to the student setting out the charge and if possible indicating whether the offence is minor or major. The student will be given the opportunity to refute any charges and/or explain their behaviour.
- 8.2** It shall be for the personal tutor of the accused student to decide whether there is a case to answer. They may consult the Principal/CEO if unsure.
- 8.3** It shall be for the Principal/CEO to decide whether an offence is serious, but he or she shall have regard to factors such as the potential for criminal or professional misconduct proceedings arising out of the offence, the impact of the offence on others, the disruption of the normal functioning of the College and/or its facilities and/or members and the College's reputation as a model of Christian moral values and behaviour.

Informal Disciplinary Procedure – Optional

- 8.4** If the decision-makers rule it to be appropriate and the student consents, all minor and in some cases major infringements, may be dealt with summarily by the Principal/CEO without recourse to the procedure set out below. Major offences which could result in the termination of a student's registration would normally be dealt with according to the full disciplinary procedure below.
- 8.5** A record shall be kept of the meeting, decisions made and any actions taken with rationales.

Formal Disciplinary Procedure

- 8.6** In the event of a reasonable suspicion arising that a student has committed a major offence under this Policy or the student elects to have the complaint against them investigated by a full disciplinary procedure, a Panel of Enquiry will be set up.
- 8.7** The Chairperson of the Panel shall be the Principal/CEO, or a nominee of the Principal/CEO.
- 8.8** There shall be up to four further members, consisting so far as possible of a mix of members of the academic and support staff, and a mix of men and women.
- 8.9** The Panel shall conduct an investigation and make decisions in line with this Policy.
- 8.10** At this interview, and at all stages of the disciplinary process, students are entitled to representation by their personal tutor, a member of the Student Committee, or a supportive friend. The student or any such representative shall be given full opportunity to comment on the allegations made.

8.11 A careful record shall be kept of the meeting's proceedings, those in attendance, decisions made and any actions taken with rationales.

Guilty Plea

8.12 A student wishing to do so may plead guilty to any charge, either in person before the Panel or by letter addressed to the Principal/CEO prior to the hearing.

8.13 In either case the student shall appear before the Panel, to answer questions and/or make submissions in relation to the matter of penalty, and to be informed of the Panel's decision.

Hearings

8.14 The panel shall call a Hearing.

8.15 At least five days in advance of any hearing, the Principal/CEO shall cause the following documents to be served on the student:

- a. a statement of the charges against the student,
- b. a list of witnesses whom the Principal/CEO proposes to call (if any),
- c. a written summary of the evidence that it is proposed should be given by each of them, and
- d. a list of exhibits (if any). The student shall have the right to inspect all exhibits.

8.16 Where witnesses are called, they may be examined, cross-examined and/or re-examined by the parties and by members of the Panel. The student shall have the right to address the Panel.

8.17 Following the testimony of any witnesses/the student's address the members of the Panel shall retire to consider their verdict in private, and then either return to immediately announce the Panel's decision or announce it at a later specified date.

8.18 The verdict will be given in writing and the student informed of any right of appeal.

9 SANCTIONS

9.1 The sanctions available to the Principal/CEO or the Panel to impose on a student they have found to have committed a major offence shall include, but not be limited to:

- suspension,
- termination of registration,
- being deemed to be 'not in good standing' with the College.

9.2 The student may be required to pay compensation, make reparation and provide restitution.

9.3 Depending on the offence, the student may be reported to outside authorities such as a professional body, a government agency and/or the police.

9.4 **Suspension:** of a student may include any of the following:

- suspension of College funding e.g. bursary,
- suspension from College
- other prohibition on the student either from entering or attending or being present at any part of College, or from using specific services provided by College, or from communicating with a specified member or specified members of the College Community.

9.5 Students who are suspended from their studies must pay The Open University deferral fees and they will not be allowed to return unless they produce a satisfactory reference from their sponsor or church.

9.6 Termination of Registration: will result in a permanent:

- exclusion from College, or similar exclusion,
- termination of College funding e.g. bursary,
- other prohibition on the student either from entering or attending or being present at any part of College, or from using specific services provided by College, or from communicating with a specified member or specified members of the College Community.

9.7 A student may be deemed to be 'not in good standing' with the College as a disciplinary sanction. A student who is not in good standing for disciplinary reasons cannot proceed to graduation and cannot be re-admitted to College.

10 APPEALS: TO THE COLLEGE

How to complain about the way the investigation was conducted

10.1 Should the student feel the College did not follow its own regulations correctly or treated them unfairly the student may complain using the '**Grievance Policy and Procedure for Non-academic Issues**' which sets out the step by step process which needs to be followed.

10.2 The **Formal Complaint form** and documentary evidence should be submitted within 14 calendar days of the student being notified of the verdict.

How to request a review of the decision

10.3 Students who wish to appeal against the College's decision, may only do so if they produce evidence that they were unable, or for valid reasons unwilling, to divulge before the College made its decision.

10.4 To appeal/request a review a student must:

- a. Submit a signed and completed **Formal Appeal form** within 14 days of receiving the judgement. This form is attached as an appendix to this document and it can also be found in the Student Area/General College Information on the College VLE and on the website: www.allnations.ac.uk.
- b. Explain on the form how or why the College decision was unreasonable, beyond a simple disagreement with the outcome.
- c. Provide any additional supporting evidence with an explanation of why this was not submitted with the original complaint. Without a reasonable explanation, further evidence will not be accepted.

10.5 The appeal will be heard by someone who was not involved in the original investigation and will occur within 30 calendar days of receipt of the completed form and supporting evidence. The student will be informed in the event that there is going to be any unavoidable delay.

10.6 The student will be informed of the outcome of the appeal in writing, and with the reasons given. They will also be informed of any further appeal process which is still available to them.

Appeal to the Board

10.7 If the student feels they have been unfairly denied the right of appeal, they can appeal to the Board on this issue of leave being denied on the basis of the principles of natural justice by the Principal/CEO.

10.8 The Chair of the Board has the right to see the hearing evidence before determining whether to permit their appeal to go ahead. If the student is given leave to appeal, an Appeals Committee will be formed, consisting of at least one Board member appointed by the Chair of the Board, plus others deemed suitable by the Chair of the Board.

- 10.9** The Committee shall otherwise determine its own procedures, and perform its functions with due enquiry.
- 10.10** The Committee will meet within 14 calendar days of receiving the formal appeals form, together with all the paperwork regarding the appeal. The student will be kept informed of any unavoidable delays.
- 10.11** The Committee may make such decisions as it deems appropriate, having regard to the evidence before it.
- 10.12** The student will be informed of the outcome of the appeal in writing, and with the reasons given. They will also be informed of any further appeal process which is still available to them.

11 APPEALS: TO EXTERNAL BODIES

- 11.1** It will usually only be possible to appeal against the College's final decision if the College has either not followed its own procedures properly or it has not dealt with student complaints fairly.
- 11.2** The resolution of any complaint will include any options of appealing to another body.
- 11.3** Once the College's processes have been exhausted, the College can issue the student with an outcome letter. If the student is still not satisfied they can contact The Open University for the next and final step of the internal process (see section 14.1 below).
- 11.4** Following investigation The OU will issue a Completion of Procedures letter to the student. Only when The OU has issued a CoP letter can the student (if still dissatisfied) go to the Office of the Independent Adjudicator (OIA) (see section 14.2 below).

12 APPEALING TO EXTERNAL BODIES

12.1 To Appeal to The Open University:

The Open University accredits our institution and validates our undergraduate and postgraduate programmes. Please see The Open University's current Handbook for Validated Awards: Appendix 3: Appeals and Complaints to find out the timescales, admissible grounds and procedures for appealing to them after you have concluded our internal complaints and review procedures.

Or contact them:

- By writing to The Director, Open University Validation Partnerships, The Open University, Walton Hall, Milton Keynes, MK7 6AA U.K.
- By email to: OUVP_Director@open.ac.uk
- By phone: 01908 332840

12.2 To Appeal to the Office Of The Independent Adjudicator a student must:

- The Office of the Independent Adjudicator (OIA) was set up under the Higher Education Act 2004 to provide 'an independent student complaints scheme'. All Higher Education Institutions in England and Wales are required to comply with the scheme, which is free to students.
- The OIA can only consider unresolved complaints from students after the College's and The OU's own complaints and appeals procedures has been concluded and you have been given a Completion of Procedures letter by The Open University (see the previous paragraph 9 3) iii above).
- Full details on the OIA scheme can be found at: www.oiahe.org.uk.

13 STAFF DISCIPLINARY POLICY AND PROCEDURE

If an accusation of misconduct is made by a student against a member of staff or employee, it will be investigated using the College **Staff Disciplinary Policy and Procedure** document which is available from the College Administrator.

14 ROLES, RESPONSIBILITIES, POLICY APPROVAL AND REVIEW

14.1 The **Board of Trustees** have legal oversight and responsibility for all College policies, providing leadership and active support for them and are responsible for ensuring:

- A legally compliant and fit for purpose student dispute and disciplinary policy is in place and approved by the Senior Leadership Team.
- Satisfactory arrangements are made for its effective implementation, including the provision of resources.
- They chair a disciplinary hearing panel where the Principal/CEO is the person against whom a complaint has been made.
- The management of the appeals process.
- They receive details from the Senior Leadership Team of any serious incident or one which could be of reputational risk to the College which should be reported to either the Office for Students and/or the Charity Commission.

14.2 The **Principal/CEO and Senior Leadership Team** are responsible for:

- The implementation, management and approval of this policy; ensuring that procedures are implemented consistently and with clear lines of authority and actively and visibly leading the College's conduct conflict and student disciplinary policy and practice.
- The initial investigation to consider whether there is a case to answer and, if so, the seriousness of any apparent offence.
- The appointment of an investigator/hearing panel.
- Chairing or nominating a chair of a hearing panel.
- Ensuring this policy is continually improved in consultation with students and staff.
- Ensuring any investigations are managed appropriately by the Principal/CEO and in line with this policy.
- Ensuring complaints brought under the terms of this policy are managed in line with this policy.
- Ensuring decision making complies with all relevant regulatory bodies.
- Reporting details to the Board of Trustees of any serious incident or one which could be of reputational risk to the College.

14.3 **Personal Tutors** are responsible for:

- The mediation of informal student conflict resolution
- , if requested, supporting their tutees through conflict resolution and/or a disciplinary investigation/hearing

14.4 The **Principal/CEO, Senior Leadership Team, and all department heads**, are responsible for ensuring that the spirit of this policy is implemented through:

- Incorporating it into all aspects of student management,
- Exploring what can be learned from incidents when occur.

14.5 Through their ongoing regular meetings, the **Head Students** and the **Principal/CEO** are responsible for using this meeting to raise and resolve issues of mutual concern with the student body and/or The Senior Leadership Team/Board of Trustees as relevant.

14.6 **Any person covered by the scope of this policy** us responsible for:

- familiarising themselves with this policy on appointment/at induction/orientation
- taking a pro-active role in improving the College's policy and practice regarding disputes (whether between students, staff or between students and staff, and student disciplinary offences.
- demonstrating active commitment to this policy by:
 - following the College Code of Conduct

- seeking to resolve issues with integrity and consideration of others' viewpoints
- supporting anyone involved in a dispute or disciplinary investigation if appropriate;
- , if **involved in a complaint or investigation** in any capacity:
 - ensuring they present their case with integrity and in a timely fashion and/or
 - ensuring they comply with any investigation and the procedures in this policy.

14.7 College and Recruitment Administrators are responsible for the administration of complaints, disciplinary investigations/hearings and appeals processes.

14.8 The College entrusts **all individuals across the institution** to take a pro-active role in improving the College's policy and practice regarding disputes (whether between students, staff or between students and staff, and student disciplinary offences).

15 POLICY COMMUNICATION

15.1 This document can be found in the full College 'Policy and Procedures' document which is located in the student area on the College VLE and on the College website:

www.allnations.ac.uk

15.2 The College Administrator will make every effort to respond to any request to provide this policy in a different format. Such requests should be sent to info@allnations.ac.uk

15.3 This policy will be included in staff and student induction.

16 RELATED DOCUMENTS

This policy has been developed in accordance with the following regulations, policies and procedures. This list is not exhaustive:

- All Nations Christian College Student Handbook
- All Nations Christian College [Equality and Diversity Policy](#)
- All Nations Christian College [Data Protection Policy](#)
- All Nations Christian College [Complaints Policy](#)
- All Nations Christian College [Academic Appeals Policy](#)