

## **APPENDIX ONE: GUIDE TO UCL PROCEDURES**

UCL has designed policies and procedures to aid you during your time here. It is important to be aware that these rules, policies and procedures exist, and to utilise them if necessary.

To assist you in using the correct procedure for a given situation this brief guide aims to give an overview of the scope of each procedure.

You can seek advice on how the procedures operate from the Student Casework Team in Academic Services, or from the named contact within each policy. Support and guidance is also available from the UCL Students' Union Advice Service, based in the Bloomsbury Theatre Building.

### **The Student Complaints Procedure**

Students who are dissatisfied with UCL's action or lack of action, or with the standard of service provided by or on behalf of the university, and who have already made an attempt to resolve the problem with the Faculty or Service concerned, can make a formal complaint under UCL's Student Complaints Procedure [link].

Contact the Student Casework Team in Academic Services, 1-19 Torrington Place:  
Telephone [+44] (0)20 3108 6918 email [casework@ucl.ac.uk](mailto:casework@ucl.ac.uk)

Please be aware that there are some matters which cannot be considered under the Student Complaints Procedure. These are outlined at Section 2.4 above.

### **Student [non-academic] Disciplinary Procedure**

UCL has rules relating to the conduct of students and will consider formal disciplinary action under UCL's [non-academic] Student Disciplinary Code and Procedure (<https://www.ucl.ac.uk/academic-manual/chapters/chapter-6-student-casework-framework/section-8-disciplinary-code-and-procedure-respect>) against any student who is in breach of these rules. This consideration will be made on the basis of evidence, whether supplied by other UCL students or from other sources. The Casework Team is available to discuss the process with any student wishing to raise concerns in this respect.

### **Academic Misconduct**

Allegations of academic misconduct by students are dealt with under the Student Academic Misconduct Procedure (<https://www.ucl.ac.uk/academic-manual/chapters/chapter-6-student-casework-framework/section-9-student-academic-misconduct-procedure>). Allegations of misconduct in research by staff or research students may be considered under UCL's Research Misconduct Procedure (<https://www.ucl.ac.uk/srs/sites/srs/files/research-misconduct-procedure-jan-2017.pdf>). A definition of what UCL considers to constitute misconduct in research is set out in the Procedure.

### **Fitness to Practise Procedures**

Providers of programmes leading to a professional qualification may have a responsibility to the public to ensure that students meet the relevant standards of professional conduct. Issues can arise in respect of a student's behaviour or health where these give cause for concern about the student's fitness or suitability to practise in the professional area concerned. The programmes concerned will each have their own procedures, informed by the relevant external regulatory bodies. UCL also operates programmes where students engage with placement activity, for which similar concerns may arise about a student's fitness or suitability to participate in that activity.