

Venue Code of Conduct

Updated August 2024



Venue Code of Conduct

1. Introduction

- a. The Keele SU Venue Code of Conduct outlines the reasonable expectations of all visitors to the Keele SU premises, with the aim of ensuring that a safe and enjoyable time is had by all who enter the premises.
- b. As a licenced premises, Keele SU is also required to work towards the four licencing objectives, these are:
 - i. The prevention of crime and disorder.
 - ii. Public safety.
 - iii. The prevention of public nuisance.
 - iv. The protection of children from harm.
- c. This policy outlines the procedure to be followed in case of breach of those expectations or licencing objectives.
- d. Information about students who are subject to disciplinary proceedings will be kept confidential as far as possible. The information will be disclosed to as few people as possible, and only to those involved in investigating or deciding the matter.
- e. Keele SU acknowledges that disciplinary matters can be very stressful for students and aims to complete investigations as quickly as possible whilst conducting a fair process.

2. Scope

- a) This policy applies to all persons whilst on the Keele SU premises, this includes:
 - i) The Keele SU Building.
 - ii) The Outback.
 - iii) Pay & Display Car Park in front of the Keele SU building.
 - iv) Any other area covered, even temporarily, by Keele SU's premises licence.

3. Outline of Expectations

- a) Keele SU strives to create a space in which equality, diversity and inclusion are respected and championed, and where bullying, harassment, discrimination, and violence are not tolerated.
- b) To ensure that when issues do arise they can be dealt with properly and fairly, it is important to set out what we consider to be misconduct and what might happen if misconduct does occur.
- c) The following are examples of behaviours that might result in disciplinary action being taken against a member. This list is not exhaustive and aims to give a range of examples that set the tone for the behaviours that we do not tolerate in our community.
 - i) Threatening, abusive or antisocial behaviour.
 - ii) Bullying or harassment of another member, or members, of the Keele community.
 - iii) Any breach of Keele SU's Equality and Diversity policies.
 - iv) Failure to comply with the university's policy regarding freedom of speech.
 - v) Any breach of Keele SU's Drugs and Alcohol policies.
 - vi) Making defamatory or maliciously false statements about any member of the Keele community.
 - vii) Behaving in any manner that brings, or is likely to bring, Keele SU into disrepute.
 - viii) Misuse or unauthorised use of Keele SU premises, facilities or resources, including online facilities such as the Keele SU website.
 - ix) Damage to, defacement of, or misappropriation of Keele SU property, or the property of other Keele SU members, whether caused intentionally or inadvertently.
 - x) Breaches of any other Keele SU codes, policies or guidance that you should reasonably be aware of.
 - xi) Breaches of the Keele SU premises licence.

- xii) Failure to comply with Keele SU financial rules and procedures.
 - xiii) Interference with fire or security equipment, including activating alarms, other than in a genuine emergency.
 - xiv) Compromising the safety of and/or wellbeing of staff, other students, or visitors.
 - xv) Any action likely to cause injury to, or acting without due regard to the safety of others.
- d) The following are examples of misconduct which shall be considered by Keele SU to constitute an act of major misconduct;
- i) Discrimination, harassment and/or victimisation of others on the grounds of their age, disability, gender, gender reassignment, pregnancy, maternity, race, religion, belief, sexual orientation, or any other characteristic protected by relevant Equality legislation.
 - ii) Physical or sexual violence or the threat of physical or sexual violence
 - iii) Theft, fraud, deceit, deception or dishonesty in relation to Keele SU, our staff, members, Trustees, or while representing, or purporting to represent Keele SU.
 - iv) Use, possession, or supply of illegal drugs/substances.
 - v) Uses or possession of a weapon or an item intended to be used as a weapon.
 - vi) Committing a criminal offence with serious reputational, financial or other impactful implications for Keele SU and/or the Keele community.
 - vii) Intentional activation of alarms other than in a genuine emergency.
 - viii) Persistent or repeated minor acts of misconduct over an extended period.

4. Breaches & Their Investigation

- a. Where a breach in the code of conduct is identified, whether that is by a member of staff or reported directly to a member of staff, this policy shall be followed to investigate and decide on the matter fairly and

appropriately. Disciplinary sanctions set in this policy, may be applied as a result of a decision reached by that process.

- b. Any actions or decisions taken under this code do not preclude further and/or additional action being taken by the university and/or other agencies, including the police, as appropriate. Keele SU may determine, at any stage of an investigation that it is reasonable and appropriate to refer a disciplinary matter to any such organisation to ensure the upholding of the law and to protect the interests of the Keele community.
- c. An SU Manager, Deputy Manager or Duty Manager may, at their empowered discretion, apply a stage one disciplinary (detailed in section 6) in response to an observed breach of the code.
 - i. In this case, the details of the breach including any supporting evidence should be recorded in the TopDesk incident reporting system for the purposes of enforcement, monitoring and discouragement from further breaches. Any sanctions such as bans should be actioned on the appropriate system.
 - ii. An e-mail should then be sent with the details of breach and sanctions to the offender.
- d. If the breach is considered major (stage 2), if there is repeated and/or persistent minor breaches or if there is not sufficient evidence at the time of breach, then the case must be sent to a disciplinary panel for investigation.
- e. The investigation by a disciplinary panel should be carried out as follows:
 - i. The disciplinary panel will consist of a minimum two staff members of co-ordinator level or above dependent upon the severity of the allegation, one of which must take the role of investigating person. No-one involved in the disciplinary panel should have been involved in the initial investigation.
 - ii. Where an investigation is conducted as a result of a complaint, normal principles of natural justice determine that the accused will know who is making the complaint against them, and this will be upheld, save for in circumstances where, in the view of the panel, the complainant may be exposed to additional risk of physical and/or emotional harm.

- iii. The panel will invite statements from the accused person, complainant (if applicable) and witnesses. If it is deemed valuable and appropriate, the panel may request the complainant and/or accused person attends a meeting to discuss the facts of the case. The complainant and/or accused person may attend such a meeting with a friend in a support capacity.
- f. Once a decision has been reached, the investigating person should:
 - i. Record the details of the breach including any supporting evidence in the TopDesk incident reporting system for the purposes of enforcement, monitoring and discouragement from further breaches. Any sanctions such as bans should be actioned on the appropriate system.
 - ii. An e-mail should then be sent with the details of breach and sanctions to the offender.
- g. In the case where an accusation is made at an event, that cannot be proven at the time of complaint, the accused person will be asked to leave the event for the safety of the complainant. The accused person will not get any further sanction unless a formal report is made as in section 5 of this policy.
- h. All statements and records should be kept on the relevant Keele SU IT system for 6 years or 6 years immediately following the completion of studies if the person/s involved are students.
- i. The appeals process is outlined in section 7.

5. Reporting of Incidents Out of Hours & Their Investigation

- a) It is commonly considered good practice for complaints to be addressed informally in the first instance, and we encourage you to consider doing so. If you do not feel comfortable or safe to do so, or if it would otherwise be inappropriate to raise the matter informally, you may raise a complaint under this procedure by:
 - i) Writing to the Operational Management Team at su.security@keele.ac.uk
 - ii) Explaining as fully as you can how you believe there has been a breach of the Member Code of Conduct, and if appropriate, what action you would like to see taken.

- b) You will receive acknowledgement of the receipt of your complaint within 5 working days from the investigating person, explaining what will happen next.
- c) The steps in section 4e should then be followed to carry out the investigation.
- d) The panel will consider the facts presented and make a judgement as to whether a breach of the Code has been committed. The panel will then decide from the following options.
 - i) Seek further information from the complainant and/or others before deciding.
 - ii) To uphold the complaint and apply a relevant and proportionate disciplinary sanction to the accused person.
 - iii) Dismiss the complaint as frivolous, vexatious, without foundation or for otherwise failing to demonstrate a breach of the code.
- e) The decision of the panel, including the specific details of any sanction applied, will be communicated clearly to the accused person.
- f) The decision of the panel; whether the complaint has been upheld or not will be communicated to the complainant. The panel will inform the complainant if a disciplinary sanction is to be applied but will not ordinarily discuss the details of the sanction. Only if the case involves some risk of immediate harm to the complainant, and having taken specialist advice if appropriate, will we discuss the details of the sanction with the complainant.
- g) Where either party is a student, the investigating person will identify the range of support services available to the complainant and/or the accused person within the SU and university community.
- h) If proven to be a false allegation, the complainant will be in breach of the code of conduct and will be subject to disciplinary sanctions as outlined in section 6.
- i) All statements and records should be kept on the relevant Keele SU IT system for the duration of a students' study or 5 years for a non-student.
- j) The appeals process is outlined in section 7.

6. Disciplinary Sanctions

- a) These disciplinary sanctions are designed to address undesirable behaviours to promote a healthy, supportive community at Keele SU. They are intended to encourage good behaviour by dissuading misconduct, and by giving members who have committed minor breaches the opportunity to learn and re-engage productively with Keele SU's community activities and events.
- b) The tables below provide guidance on the types of misconduct that might attract a sanction, and what that sanction might be. Those deciding what sanctions to apply will give due consideration to the type of activity engaged in, the opportunity for the perpetrator to learn from the situation and the interests of the complainant.
- c) With all the above in mind, and in promoting efficiency of the procedure, stage one sanctions may be applied immediately by an SU manager, deputy manager or co-ordinator without the need for an investigation.
- d) Ordinarily, sanctions will be applicable with immediate effect, though the circumstances of each case shall be considered, and this position adjusted if appropriate.
- e) Note that sanctions may only be applied to those listed in section 2 as part of this policy, please refer to the Member Code of Conduct for sanctions for misconduct with regards to Keele SU members including societies, clubs and other representative functions.
- f) The table below is a list of stage 1 offences & sanctions, this table is to be used as a guide by those applying the sanctions to ensure that similar cases get similar outcomes, however we understand every case is different and this should be considered when applying a sanction. Also, a lighter sanction should be considered for those whom it is a first offence and those that immediately admit guilt.

Offence	Possible Sanction	Repeat Offence	Persistent Offending (3+)
Possession of alcohol not purchased on the premises	Confiscation & ejection	£25 fine, confiscation & ejection	Confiscation & 2+ week ban
Stealing union property	£25 fine + cost of property (If not returned in the same condition as when taken)	Same as previous + 1 week ban	Same as previous + 2+ week ban

Smoking tobacco or an e-cigarette inside the building	£25 fine		
Minor Vandalism (Small holes in fabric, removing/defacing posters, damaging soap dispensers etc.)	Fine of cost of repair	Fine of cost of repair & 1 week ban	Fine of cost of repair & 2+ week ban
Vandalism	Fine of cost of repair & up to 4 week ban	Fine of cost of repair & up to semester ban	Fine of cost of repair & up to indefinite ban
Not co-operating with the reasonable instruction of staff	1 week ban	2 week ban	2+ week ban
Minor verbal abuse	1 week ban	2 week ban	2+ week ban
Minor health & safety breach	Warning	Ejection	2+ week ban
Health & safety breach (incl. tampering with fire safety equipment, NOT incl intentional false activation of the fire alarm)	Fine of cost of repair (if applicable) & up to 4 week ban	Fine of cost of repair (if applicable) & up to semester ban	Fine of cost of repair (if applicable) & up to indefinite ban
Inappropriate behaviour	Up to 4 week ban	Up to semester ban	Up to indefinite ban
Physical assault/fighting	2+ week ban	4+ week ban	Up to semester ban
Fraud (Using someone elses ID to gain entry or allowing someone else to use their ID to gain entry)	2+ week ban	4+ week ban	Up to semester ban
Verbal abuse to staff	2+ week ban	4+ week ban	Up to semester ban
Possession of an illegal substance	2+ week ban	4+ week ban	Up to semester ban

g) The term “Ban” is used to represent an exclusion from the licensed areas of Keele SU at all times and from Keele SU building between the hours of 7pm and

8am the proceeding day. A 'Semester Ban' is equivalent to 12 weeks. An 'Indefinite Ban' does not have an end date and can only be removed by Deputy Manager or above.

- h) If a perpetrator refuses to pay a fine, they will then be banned until such a time they pay the fine or it is removed by an appeals panel as in section 7 of this policy.
- i) During a student club night or event, non-students must be signed in by a student. Each student can sign two guests in per event as per the Keele SU Venue Regulations. Students take complete responsibility for their guests' actions whilst on the premises and any sanctions applied to a guest are also applied to the student.
- j) All cases of persistent offending should be referred to the Senior Operations Manager/Deputy Operations Manager for review. At this point, one of the aforementioned people may approve a sanction, or investigate further into the reasons behind this persistent repeated misconduct.
- k) If someone persistently commits multiple different offences, they may be considered for a longer ban than stated above. This is done by a report with recommendations being sent to the Senior Operations Manager/Deputy Operations Manager, who will then approve, adjust or dismiss the recommendations.
- l) The list below is of stage 2 offences, these are dealt with as per section 4. The sanction for each is up to an indefinite ban, and it should be considered for escalation to the university (if the perpetrator is a student) or the police.
 - i) Major physical assault/fighting.
 - ii) Major verbal abuse (Discriminatory or seriously threatening language).
 - iii) Supply of drugs.
 - iv) Possession of a weapon or an object intended to be used as a weapon.
 - v) Sexual assault/harassment.
 - vi) Physical abuse to staff.
 - vii) Intentional false activation of the fire alarm.
- m) When a student is involved in an investigation or is sanctioned as per this policy, the investigating/sanctioning person should consider signposting to appropriate support services (listed in section 8).

7. Appeals

- a) It can be the case that mistakes are made by the investigating person/panel in deciding the outcome of a complaint or disciplinary matter, likewise, new information may come to light that may have changed the outcome of an investigation. The appeals process gives both Keele SU and members the opportunity to revisit and re-evaluate decisions made to ensure the outcome is appropriate and effective.
- b) If a complainant is unhappy with the way Keele SU has carried out the case, then they should follow the Keele SU complaints process found at [Feedback & Complaints \(keelesu.com\)](https://www.keelesu.com/Feedback-Complaints).
- c) A person against whom a complaint has been upheld and/or disciplinary sanctions applied may appeal the decision made against them by writing to su.security@keele.ac.uk within 10 calendar days from the date of the email confirming the outcome of their disciplinary/receiving their disciplinary sanctions. They should seek to explain the grounds for the appeal as fully as possible.
- d) Upon receipt of an appeal, the case will be delegated to a different investigating person than the original investigation. In the first instance, the investigating person will decide whether or not the appeal will be investigated further, based on the appeal highlighting at least one of the following criteria:
 - i) A procedural issue/s in the conduct of the case.
 - ii) New evidence that could not have been presented earlier and may have had an impact on the outcome of the case.
- e) The investigating person will then either:
 - i) Dismiss the appeal based on it not meeting the criteria above.
 - ii) Investigate the grounds of the appeal.
- f) In all cases, the appealing person should be written to with the outcome of their appeal and, where appropriate, any further decisions made.
- g) The outcome of any appeals process is final.

Appendix 1 - Support Services

Emergencies

If you or someone else is in danger call:
888 from an internal phone / 01782 733999 for the Campus Safety Team or 999 for the emergency services.

Internal services:

Student Support and counselling

Worried it will affect your academic and university experience? Please seek out your [Student Experience and Support](#) Officer and or your [Campus counselling services](#).

Confidential Advice

For free, impartial and confidential support, please get in contact with Advice and Support at KeeleSU at:

Appointment: [Advice & Support at Keele SU](#) Telephone: 01782 734800
Email: ASK@keele.ac.uk

Sexual Violence Liaison Officer Team (SVLO)

For non-emergency matters, you can also use our dedicated email address for reporting sexual violence. This email address inbox access is restricted to a very small number of specially-trained staff:

Email: Studentservices.SVReporting@keele.ac.uk or Telephone: 01782 734481

External Services:

Student assistance program

Free 24-hour confidential helpline and app available for all Keele students. Access the [Health Assured app](#)

Android: [My Healthy Advantage - Apps on Google Play](#) iOS: [My Healthy Advantage on the App Store \(apple.com\)](#)

Charities

Victim Gateway

T: 0330 0881 339 E: help@staffsvictimsgateway.org.uk

Savana

T: 01782 433204 E: info@savana.org.uk

Sexual Assault Referral Centre

T: 08009700372 E: info@grangepark.org.uk

Register for talking therapy on the NHS (HL: [North Staffordshire Combined Healthcare Staffordshire and Stoke-on-Trent Wellbeing Service](#))

Samaritans

T: 01782 116123 E: jo@samaritans.org

[Anonymous reporting and additional support:](#)

Crimestoppers

T: 0800 555 111 Website: [Giving information | Crimestoppers \(crimestoppers-uk.org\)](#)

The Egalitarian

Website: [the egalitarian](#). Reporting Tool: [Spike Report \(theegalitarian.co.uk\)](#)

