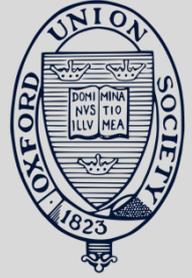


# Complaint Information Pack



The Oxford Union's Disciplinary Procedure is detailed in Rule 71. **Before submitting a complaint via the Union's Disciplinary Procedure, please read this Information Pack carefully and familiarise yourself with Rule 71.** If the complaint concerns criminal conduct, you should consider contacting the Police. This Information Pack contains:

- Information about making criminal complaints
- General points of contact for welfare services offered in Oxford
- Information about the Union's Disciplinary Procedure

**If you have any questions about the Society's Disciplinary Procedure, please contact the Returning Officer ([ro@oxford-union.org](mailto:ro@oxford-union.org)).**

## Criminal Conduct

**If someone is in immediate danger, always call 999.**

If you believe that criminal conduct has occurred, you should always consider contacting the Police. Please be aware that, in some circumstances, potentially criminal conduct cannot be considered under the Union's Disciplinary procedure. For more information, consult Rule 71(a)(ii).

- In general, a Complaint which amounts to an allegation of criminal conduct punishable by imprisonment committed in the Society's Buildings or against the Society's property may not be considered using the Union's Disciplinary Procedure.
- In general, this restriction does not apply to Complaints concerning violent conduct, harassment, discrimination or other behaviour in the Society's Buildings liable to distress, offend or intimidate other members, or the possession or sale of illegal substances.
- If you submit a Complaint that appears to be criminal, the Returning Officer may contact you to ask you to confirm that you wish for the Complaint to be considered using the Union's Disciplinary Procedure.

**To report crimes committed in Oxford, you should contact Thames Valley Police.** You can find out more about how to report criminal conduct by visiting [www.thamesvalley.police.uk](http://www.thamesvalley.police.uk). This website also contains information about alternative accessible means of reporting criminal conduct.

**By telephone:** 101 is the non-emergency number for the Police throughout the United Kingdom. In an emergency, always call 999. If you are outside the United Kingdom, you can find out how to contact Thames Valley Police by visiting their website. If you would like to report crime anonymously, call Crimestoppers (+44) 0800 555 111.

The Oxford Union will offer support where possible to all Members in making complaints of criminal conduct on the Union premises to the police, including but not limited to providing CCTV records, contacting the police on Members' behalf, and cooperating with police requests and inquiries.

# Welfare Contacts

You may wish to seek welfare resources. Free welfare services in Oxford include:

- **Call 111 for NHS Advice:** speak to an NHS operator 24 hours a day, 365 days a year.
- Victim Support is an independent charity that provides specialist practical and emotional support to victims and witnesses of crime. Call 0845 3030900 or visit [www.victimsupport.org.uk](http://www.victimsupport.org.uk).
- **Woman's Aid** is a grassroots federation working together to provide life-saving services and build a future where domestic violence is not tolerated. National helpline: 0808 2000247.
- **Nightline:** the independent listening, support and information service run for and by students. Talk to someone in confidence. Call 01865 270270.
- **The Samaritans:** free 24 hour support on any issue. Call 116 123 or email [jo@samaritans.org](mailto:jo@samaritans.org).
- **MIND (The National Association for Mental Health):** provides a wide range of information and support to people with mental health difficulties. Call the crisis line on 01865 251152, the national line on 0845 766 0163 or visit [MIND](http://MIND).
- Oxford Friend Lesbian and Gay helpline: free and completely confidential information, support and counselling services for lesbians, gay men, bisexuals and transgender people. Call 01865 726893 or visit [Oxford Friend](http://Oxford Friend).
- **The Oxford Sexual Harassment and Violence Support Service** provides a safe place for survivors to be heard, offering free support and advice to any student who has been impacted by sexual harassment or violence. Information can be found at [www.ox.ac.uk/students/welfare/supportservice](http://www.ox.ac.uk/students/welfare/supportservice) and they can be contacted via email at [supportservice@admin.ox.ac.uk](mailto:supportservice@admin.ox.ac.uk)
- **OSARCC, the Oxfordshire Sexual Abuse and Rape Crisis Centre**, is a feminist organisation committed to supporting survivors of sexual abuse, rape, domestic abuse, and harassment. They offer a free and confidential service to survivors who are dealing with the effects of sexual violence, and to anyone who is supporting them. Their website can be found here: <https://www.osarcc.org.uk/>. They offer a confidential listening service at 0800 783 6294, provide text support at 07537 432 442 and can be emailed for support here: [support@osarcc.org.uk](mailto:support@osarcc.org.uk)
- **It Happens Here** is an autonomous, SU-affiliated campaign dedicated to supporting survivors at the University of Oxford. They can be found on Facebook at [www.facebook.com/ItHappensHereOxford](http://www.facebook.com/ItHappensHereOxford) and can be messaged for information, signposting, advice and support. The It Happens Here SU website also contains documents on Support for Survivors and Supporting Survivors, which can be found here [www.oxfordsu.org/campaigns/ithappenshere/](http://www.oxfordsu.org/campaigns/ithappenshere/) and more information is also available on the pinned post on their Facebook page.
- **SANE:** for practical information, crisis care and emotional support to anybody affected by mental health problems. The service is open from 6pm to 11pm every day, call 0845 767 8000, or visit SANE.
- **Talk to Frank:** the national drugs helpline for free and confidential information. Call 0800 776600 (24 hours a day, 365 days a year) or visit [Talk to Frank](http://Talk to Frank).
- **Student Advice** is an independent advice and information service that is open to all students, that can be accessed at [advice@oxfordsu.ox.ac.uk](mailto:advice@oxfordsu.ox.ac.uk)  
**The University Counselling Service** is a free and confidential service where students can book an appointment with a trained professional to get support and talk through your experiences. They can be contacted via [counselling@admin.ox.ac.uk](mailto:counselling@admin.ox.ac.uk)

Universities and Colleges in Oxford provide a range of welfare services for their students. For example, the University of Oxford provide more information about welfare services for its students via their website [www.ox.ac.uk/students/welfare](http://www.ox.ac.uk/students/welfare).

If you would like more information about welfare resources in Oxford, the Union's Access Officers may be able to help. You can contact them via [access.officer@oxford-union.org](mailto:access.officer@oxford-union.org).

# Rule 71 Disciplinary Procedure

**The Oxford Union's Disciplinary Procedure can be found by consulting Rule 71, Standing Orders G1 to G3 and Interpretations D to E.**

Any Member may make a Complaint under the Society's Rules against any other member, or a non-member who has been admitted into the Buildings for whatever reason. The Member must submit a written Complaint to the Returning Officer, or to the most senior Deputy Returning Officer should the complaint concern the Returning Officer.

Before submitting a Complaint, you should make sure you fully understand:

- What constitutes Disciplinary Misconduct under the Rules as set out in Rule 71(a)(i). If you are making a Complaint respecting the Union's Elections, you must read Rule 71(a)(iii) carefully. In general, no Complaint that amounts to an Allegation of Electoral Malpractice as defined in Rule 33(a) shall be considered using the Disciplinary Procedure.
- The serious consequences of making a Complaint that is frivolous or is unfounded and malicious, which itself is misconduct under Rule 71(a)(i)(9).
- You cannot use the Disciplinary Procedure to submit a Complaint concerning the Society's Staff, Senior Officers or Trustees that relates to their activities in the course of their employment or duties. If this is a concern, please contact the Returning Officer and the President. You can do this by emailing [ro@oxford-union.org](mailto:ro@oxford-union.org) and [president@oxford-union.org](mailto:president@oxford-union.org).

You should also consider the requirements of **Interpretation D24** in relation to any Complaint that is likely to reach a Senior Disciplinary Committee. In particular:

- The Complaint itself should contain sufficient detail so that the relevant Disciplinary Committee can determine which issues are likely to be relevant and to enable the Defendant(s) to understand the case being made against them.
- Where the complaint is not "urgent" a full file of evidence to be relied upon should be prepared by or on behalf of the Complainant before the making of complaint. This should be provided at the time that the complaint is made.

**Submitting a Complaint:** To submit your complaint to the Returning Officer, please email [ro@oxford-union.org](mailto:ro@oxford-union.org) or deliver your complaint to the General Office for the attention of the Returning Officer. Please make sure that your Complaint is clearly labelled as such and specifies who the Complaint is against and what Disciplinary Misconduct you are alleging.

**Withdrawing a Complaint:** Once a Complaint has been submitted to the Returning Officer, it may be withdrawn at any time by the Complainant in writing. The Returning Officer shall acknowledge the withdrawal in writing to the involved parties. A Complainant that has been withdrawn may not be considered or brought again in any substance. The Returning Officer may rule that a Complaint can be considered again if they believe that this procedure has been abused purely to prevent the fair consideration of a Complaint. A Member can still be charged with making frivolous or unfounded and malicious complaint even after it has been withdrawn.