

Chandos RA meeting follow up

Complaints stats

To date 207 complaints have been addressed this academic year. 106 of these have been in the Redland area.

Please see minutes of [December 2017 Community Liaison Group](#) meeting.

These contain term 1 complaints stats. A further meeting will be arranged in July when the annual stats will be shared.

Penalties

The community liaison officer acts on complaints in line with the [procedure](#) and [Local Rules for Behaviour in the Community](#). Appropriate action is taken but we cannot disclose details of outcomes or penalties as this would be a breach of the University's legal obligations under Data Protection laws to disclose information relating to individual students.

£100 is a significant fine and deterrent for the majority of students. Students have the right to appeal. Fines must be proportionate and defensible when challenged.

If a complaint is escalated to the Pro Vice-Chancellor the maximum penalty that can be imposed is £800. Notes can be made on a student record which remain until one year after graduation. Students can be removed from their course for a serious breach of disciplinary regulations.

Fines that are not paid within one year are passed to a debt collection agency and could result in a county court judgement which would affect future credit applications.

Security

UoB security team has no jurisdiction outside of the University properties and has no authority to approach private accommodation. The University is not in a position to fund such a resource.

Actions taken by the University must be legally robust and defensible when challenged.

Council support

An ongoing noise disturbance can be reported to the [noise pollution team](#). They will provide a noise diary which can be backdated. They have legal powers of enforcement and have restructured their systems to be more time efficient.

If a resident is made aware of a planned party which they have concerns about they can contact neighbourhood.environment@bristol.gov.uk for advice and support. Please also inform Community Liaison so the University can contact the students with guidelines and awareness of consequences.

Vice Chancellor

The Vice-Chancellor employs Joni Lloyd as community liaison officer to address community complaints with the full support of the senior management team and secretary's office. Concerns are fed up through the appropriate channels and considered by the senior team.

Move On > Move In campaign

This project was piloted last year and supported by the Chandos RA. It is acknowledged that a significant number of second year students this year, who should have been informed by the pilot last year, have caused disturbance in the Chandos Road area. Analysis from this year's complaints statistics will enable a more targeted delivery this summer with an aim to address this.