Policy Name:	Membership Disciplinary Procedure		
Approval Date:	17/11/2026	**To Be Reviewed:**	Sept 2027
Approved By:	SU Executive Committee		
Summary	This Procedure sets out how the Students' Union will respond to breaches of the behaviour and conduct, as laid out in Membership Code of Conduct.		
Related Policies:	Membership Code of Conduct / Volunteering Policy		

Review and Amendment Log		
Date	**Name / Role**	**Amendments / Action summary**
01/09/2026	Bryony Humphries-Jennings – Director of Membership Services	Full review and redrafting of policy
17/09/2026	Executive Committee	Approval and noting of policy

1. Introduction

1.1. Cardiff Met Students' Union is committed to creating a welcoming, inclusive, and respectful community where all members can participate, enjoy their student experience, and feel safe and supported.

1.2. As members of the Students' Union, we all have a responsibility to treat others with dignity and respect and to contribute positively to our community. The Membership Code of Conduct sets out the standards of behaviour expected of members.

1.3. Where there are concerns that a member may have breached these standards, the Students' Union will seek to respond in a fair, proportionate, and supportive way. This procedure explains how concerns are considered, how matters may be resolved informally where appropriate, and how formal investigations and appeals are managed where necessary.

1.4. The Students' Union recognises that concerns can vary significantly in their nature and seriousness. The approach taken will therefore reflect the circumstances of each individual case, with the safety and wellbeing of those involved remaining an important consideration throughout.

2. Purpose and Scope

2.1. Cardiff Met Students' Union (the SU) is committed to providing a safe, inclusive and respectful environment for all members and those who participate in SU activities and services.

2.2. This procedure sets out how the SU will respond to allegations that a member has breached the Membership Code of Conduct, or has otherwise engaged in behaviour that may warrant action by the SU.

2.3. This procedure applies to all SU members, including members of affiliated Clubs and Societies.

2.4. SU membership is ongoing. The standards and responsibilities set out in the Membership Code of Conduct do not apply only when a member is attending an SU event, using an SU service, on SU premises, or formally acting on behalf of a Club or Society. The SU may therefore consider behaviour that takes place outside SU premises, activities, or events where there is a sufficient connection to the individual's membership, the SU community, an affiliated Club or Society, or the safety and wellbeing of other members.

2.5. A matter may also be considered under another SU policy, a Cardiff Metropolitan University procedure, or by an external authority. The SU will determine the most appropriate route for dealing with a matter and may work alongside other organisations or processes where appropriate.

2.6. Where an allegation concerns an elected officer, employee, or other person subject to a separate employment or governance process, the SU may deal with the matter under the relevant procedure rather than this one.

3. Membership Code of Conduct

3.1. The Membership Code of Conduct sets out the standards of behaviour expected of SU members and the types of behaviour that may constitute a breach.
3.2. This procedure should be read alongside the Membership Code of Conduct:
3.2.1. the Code sets out the standards and expectations for members; and
3.2.2. this Procedure sets out how the SU responds when an allegation is made.
3.3. The examples and principles contained within the Membership Code of Conduct are not exhaustive. The SU reserves the right to investigate behaviour it reasonably believes may be inconsistent with the standards expected of its members.
3.4. An allegation will not be treated as an established breach until the appropriate process has been completed. At the initial stages of a matter, the SU will generally refer to an alleged breach rather than misconduct.

4. Reporting a Concern

4.1. Concerns about the behaviour of an SU member should be reported to the SU as soon as reasonably practicable.
4.2. Concerns relating to Clubs and Societies should normally be reported to the Societies Coordinator. Concerns relating to Sport should normally be reported to the Sport Coordinator. Concerns relating to Advice, representation, or other membership matters should normally be reported to the Advice Coordinator, Voice Coordinator, or another appropriate member of the Voice and Advocacy team.
4.3. However, concerns can still be relayed to any SU member of staff, and these will be triaged appropriately.
4.4. Reports should provide sufficient information to allow the SU to understand the concern, including, where possible:
4.4.1. what happened;
4.4.2. when and where it happened;
4.4.3. who was involved;
4.4.4. any witnesses; and
4.4.5. any relevant evidence or supporting information or evidence.
4.5. The SU may consider anonymous reports where there is sufficient information to do so. However, anonymity may limit the SU's ability to investigate or take action.
4.6. The SU may decline to progress a report that is clearly vexatious, malicious, knowingly false, or defamatory. Where appropriate, action may be taken in relation to deliberately false or malicious reports.

5. Initial Consideration and Informal Resolution

5.1. The relevant Coordinator will undertake an initial consideration of the concern and determine the most appropriate way to respond.
5.2. Where appropriate, the Coordinator may seek to resolve the matter informally. This may include:
5.2.1. speaking separately with those involved;
5.2.2. clarifying expectations or responsibilities;
5.2.3. facilitating communication between members;
5.2.4. agreeing practical steps to resolve the issue; or
5.2.5. referring the matter to an appropriate SU service or support.
5.3. Informal resolution will not be appropriate in every case. The SU will not require mediation or direct engagement where this would be inappropriate, unsafe, disproportionate, or unsuitable given the nature of the allegation.
5.4. Where a matter cannot be resolved at Coordinator level, or where the seriousness of the allegation requires escalation, it will be referred to the appropriate Head of Department:
5.4.1. Head of Student Activities for matters primarily relating to Sport, Clubs or Societies; or
5.4.2. Head of Voice and Advocacy for matters primarily relating to Advice, representation or other membership matters.
5.5. One or both Heads of Department may be consulted for complex or remit-overlapping cases.

6. Mediation and Facilitated Resolution

6.1. At this stage, the relevant Head(s) may consider whether mediation, facilitated discussion, or another restorative approach could provide an appropriate resolution.
6.2. Participation in mediation or facilitated resolution should be voluntary and appropriate to the circumstances.
6.3. Mediation will not normally be used where the allegation is particularly serious, where there is a significant imbalance of power, where safeguarding concerns exist, or where it would place any individual at unreasonable risk or distress.
6.4. Where informal or restorative resolution is unsuccessful, inappropriate, or not agreed, the matter may proceed to formal investigation.

7. Formal Investigation

7.1. A formal investigation may be initiated where:
7.1.1. the matter cannot reasonably be resolved through informal or facilitated approaches;
7.1.2. the alleged behaviour is sufficiently serious to warrant formal investigation;

7.1.3. there is a significant dispute about the facts; or
7.1.4. the SU considers formal investigation necessary to protect members, staff, Clubs, Societies or the organisation.
7.2. Where a Head of Department considers that a matter requires formal investigation, they will escalate the matter to the Director of Membership Services, who will determine the appropriate next steps and ensure that an appropriate investigation is established.
7.3. The investigation will normally be conducted by:
7.3.1. the relevant Head of Department; and
7.3.2. the Director of Membership Services.
7.4. Investigators must act fairly, impartially, and without a conflict of interest. Where a proposed investigator has a conflict of interest or another reason why they cannot reasonably act impartially, an alternative investigator may be appointed.
7.5. The member will be informed of:
7.5.1. the nature of the allegation;
7.5.2. the process being followed;
7.5.3. any relevant interim measures;
7.5.4. the opportunity to provide a response and evidence; and
7.5.5. the potential consequences of the process.
7.6. The investigation may include meetings with the member and other relevant individuals, consideration of documentary or digital evidence, and any other enquiries reasonably necessary to establish the facts.
7.7. A member may be accompanied by an appropriate pastoral supporter in meetings, subject to reasonable arrangements. The supporter must not be a renumerated member of SU or University staff. A member is not entitled to be accompanied by a solicitor or barrister acting in a professional capacity, and the supporter must not otherwise seek to conduct the investigation on the member's behalf.
7.8. If a member chooses not to respond, does not attend a meeting, or does not provide requested information within a reasonable timeframe, the SU may proceed and reach a decision based on the information available.
7.9. The investigation team will prepare a written report setting out:
7.9.1. the allegation(s) considered;
7.9.2. the evidence available;
7.9.3. the findings of the investigation;
7.9.4. any relevant mitigating or aggravating factors;
7.9.5. recommendations; and
7.9.6. any proposed action or outcome.
7.10. The investigation report and recommendations will be submitted to the CEO for consideration and distribution in accordance with the SU's governance arrangements.

8. Restrictions and Interim Measures

8.1. Where necessary to protect individuals, the SU community, the integrity of an investigation or SU property, temporary restrictions may be put in place while a matter is being considered.

8.2. Where it is necessary to restrict a member's access to SU services, activities, facilities, Clubs, Societies or other provision, the Restrictions to Service Procedure should be followed.

8.3. A restriction imposed as an interim measure is precautionary and does not, in itself, constitute a finding that the member has breached the Membership Code of Conduct.

8.4. The application, review and removal of restrictions will be managed in accordance with the Restrictions to Service Procedure.

8.5. Where a matter is also being considered by the University, the police or another external body, the SU will determine on a case-by-case basis how its own process should proceed. The existence of an external investigation does not automatically prevent the SU from taking appropriate action to protect its members or community.

8.6. Where a disciplinary outcome includes a restriction or exclusion, the relevant requirements of the Restrictions to Service Procedure should also be followed.

9. Outcomes and Sanctions

9.1. Following investigation, the SU will determine the appropriate outcome based on the circumstances of the case.

9.2. One or more outcomes or sanctions may be applied in combination. The SU may, for example, issue a warning alongside an apology, restorative action, reparation, or restriction under the Restrictions to Service Procedure.

9.3. Possible sanctions or outcomes include, but are not limited to:

9.3.1. no further action is required;

9.3.2. the matter should be resolved informally or restoratively;

9.3.3. an apology or other restorative action is appropriate;

9.3.4. a warning should be issued;

9.3.5. the member should make reasonable reparation for damage or loss;

9.3.6. action should be taken under the Restrictions to Service Procedure;

9.3.7. the member should be suspended from some or all SU activities and/or membership benefits for a defined period;

9.3.8. membership should be revoked or terminated where permitted by the SU's governing documents; or

9.3.9. the matter should be referred to the University, police, and/or another appropriate authority.

9.4. The action taken should be proportionate to the circumstances, taking into account the seriousness and impact of the behaviour, any relevant history, the member's response, and any mitigating or aggravating factors.

9.5. The SU may take action in relation to behaviour that occurred outside an SU event or activity where the circumstances fall within the scope of this procedure and the Membership Code of Conduct.

10. Appeals

10.1. A member may appeal the outcome of a formal investigation.
10.2. An appeal should normally be submitted in writing within 7 working days of the member being notified of the outcome.
10.3. An appeal should explain the grounds on which the member believes the decision should be reconsidered.
10.4. Appropriate grounds may include:
10.4.1. a significant failure to follow this procedure;
10.4.2. relevant new evidence that was not reasonably available during the investigation;
10.4.3. a conflict of interest or other issue affecting the fairness of the investigation; or
10.4.4. the outcome being unreasonable or disproportionate in the circumstances.
10.5. The appeal will be considered jointly by the CEO and the SU Presidents, none of whom should have an inappropriate conflict of interest in relation to the matter.
10.6. The appeal will normally be a review of the existing investigation and evidence. A further investigation may be commissioned where this is necessary to reach a fair decision.
10.7. The appeal decision will be confirmed in writing and will normally represent the final internal stage of the SU's process.

11. External Review and Completion of Procedures

11.1. Where applicable, and where the matter falls within the relevant jurisdiction, a member may have the right to seek independent external review or adjudication following completion of the SU's internal procedures.
11.2. Where appropriate, the SU will issue a Completion of Procedures letter confirming that its internal process has been exhausted.
11.3. Nothing in this procedure prevents the SU from taking appropriate action where new information or a new concern arises after the internal process has concluded.
11.4. Cardiff Metropolitan University subscribes to the independent scheme for the review of student complaints. If you are dissatisfied with the outcome provided within your Completion of Procedures letter, you may be able to apply for a review with the Office of the Independent Adjudicator for Higher Education (OIA). Should you decide to make a complaint to the OIA, your OIA Complaint Form must be received by the OIA within 12 months of the date of the Completion of Procedures letter.

11.4.1. You can fill in the OIA's complaint form online or download a copy from the OIA website: http://oiahe.org.uk/making-a-complaint-to-the-oia/oia-complaint-form.aspx

11.4.2. The OIA also publishes *An Introduction to the OIA Scheme for Students*, which can be downloaded from http://oiahe.org.uk/media/42715/oia_intro_leaflet_16pp.pdf

11.4.3. Alternatively, you can telephone or write to the OIA for a form. You should send a copy of this letter to the OIA with your OIA Complaint Form.

11.4.4. Guidance on submitting a complaint to the OIA and the OIA Complaint Form can also be found on the OIA's website: http://www.oiahe.org.uk/making-a-complaint-to-the-oia.aspx

11.4.5. Please note that the OIA will normally only review issues that have been dealt with through the provider's internal procedures.

12. Confidentiality and Data Protection

12.1. The SU will handle information relating to disciplinary matters sensitively and in accordance with applicable data protection legislation and the SU's privacy and information governance arrangements, and will respect the confidentiality of those involved wherever possible.

12.2. Information will only be shared with those who need it for the purposes of managing, investigating or resolving the matter, or where disclosure is necessary to meet legal, safeguarding, regulatory or other appropriate obligations.

12.3. Members involved in a disciplinary matter should respect the confidentiality and privacy of those involved. The SU may take further action where information is deliberately disclosed or used in a way that causes harm or undermines the process.

12.4. The Students' Union will process and retain personal information in accordance with applicable data protection legislation, its privacy arrangements and relevant records retention requirements.

12.5. Confidentiality cannot be guaranteed where information needs to be disclosed to protect someone's safety or wellbeing, comply with a legal obligation, or properly investigate or respond to a concern.

13. Timescales

13.1. The Students' Union will seek to progress concerns and investigations promptly, while allowing sufficient time for a fair and proportionate process.

13.2. The member will normally receive an initial response to a reported concern within 7 working days of receipt. This may include confirmation of the appropriate route, any initial action to be taken, or a request for further information.

13.3. Where a formal investigation is required, the Students' Union will normally seek to complete the investigation within 30 working days of the investigation being formally initiated.
13.4. Where an appeal is submitted, the Students' Union will normally seek to complete the appeal process within 30 working days of receiving the appeal.
13.5. These timescales are indicative rather than absolute and may need to be extended where a matter is particularly complex or serious, involves multiple parties, requires additional evidence, or is affected by the availability of relevant people or external processes.
13.6. Where a significant delay is anticipated, the Students' Union will keep the relevant parties informed and, where appropriate, provide an updated timescale.

14. Support

14.1. Members involved in a disciplinary process may seek appropriate support from the SU's Advice service, the University's own advice and wellbeing services, or other independent support services, subject to any conflicts of interest.
14.2. Seeking support does not prevent the SU from continuing its process.

15. Review of Procedure

15.1. This procedure will be reviewed annually to ensure that it remains effective, proportionate, and consistent with the SU's governing documents, policies and legal obligations.
15.2. The Director of Membership Services is responsible for maintaining the procedure and recommending amendments where required.