

All Ordinance text as at 2nd July 2026

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SECTION A. CORPORATE OFFICES & GOVERNANCE

Ordinance A1. The Appointment of the Chancellor

(New Ordinance)

- 1.** The Chancellor shall act as an ambassador and advocate of the University in the UK and around the world and shall play a key role in the conferment of awards at degree ceremonies. The role of the Chancellor shall be unremunerated.
- 2.** The Chancellor shall be appointed by Council, on the recommendation of the Nominations & Governance Committee, with a 5 year term of office. A formal installation of the Chancellor shall be held for each new Chancellor appointed. Council may re-elect the Chancellor for a further term of office, on the recommendation of the Nominations & Governance Committee. Removal of the Chancellor from office shall be undertaken in accordance with Statute 30.

Ordinance A2. The Appointment of the Vice-Chancellor

(Previously Ordinance XI)

- 1.** The Vice-Chancellor shall be appointed by Council on the recommendation of Senate and after consideration of a report from a Joint Committee of Council and Senate – the constitution of the Joint Committee shall be specified by Council and the appointment made in accordance with Statute Section 6.
- 2.** The Vice-Chancellor shall duly observe the Charter, Statutes, Ordinances and Academic Regulations of the University and shall at all times carry out and discharge the duties entrusted to them by Council and any external regulatory or statutory bodies.

Ordinance A3. The Appointment of the Deputy Vice-Chancellor and Provost

(Previously Ordinance XII)

- 1.** The Deputy Vice-Chancellor and Provost shall be appointed by the Council on the recommendation of the Senate and after consideration of a report from a Joint Appointment

Committee of the Council and the Senate. The constitution of the Joint Committee shall be specified by the Council and the appointment made in accordance with Statute Section 8.

2. The Deputy Vice-Chancellor and Provost shall duly observe the Charter, Statutes, Ordinances and Regulations of the University and shall at all times carry out and discharge the duties entrusted to, them by the Vice-Chancellor, the Council and any external regulatory or statutory bodies. The Deputy Vice-Chancellor and Provost shall act for the Vice-Chancellor in their absence or during a vacancy in that office. At the discretion of the Vice-Chancellor, the Deputy Vice-Chancellor and Provost shall be responsible for the line management of the Pro Vice-Chancellors and the Executive Deans.

Ordinance A4. The Appointment of the Executive Deans and the Pro Vice-Chancellors (Previously Ordinance X)

1. THE EXECUTIVE DEANS OF THE FACULTIES

1.1 There shall be Executive Deans of Medicine & Health Sciences, of Business, Law, Humanities and Social Sciences, and of Natural Sciences, who shall be the executive lead of the respective Faculties. They shall be responsible for the financial and academic management of the Faculty and for maintaining and promoting the standards and efficiency of the Faculty in accordance with the University's policies and procedures.

1.2 The Executive Dean of each Faculty shall be appointed by the Council on the recommendation of the Senate after consideration of a report of a Joint Committee of the Council and the Senate.

1.3 The terms and conditions of the appointment shall be determined by the Joint Appointment Committee.

1.4 The Executive Dean of each Faculty may be instructed by the Vice-Chancellor or the Deputy Vice-Chancellor and Provost to take a specific institutional leadership role outside their role as Executive Dean. Where this is the case the formal title of Executive Dean will change to Pro Vice-Chancellor and Executive Dean.

1.5 If the office of Executive Dean should become vacant, where necessary the duties of the post shall be carried out by an acting deputy, appointed by the Vice-Chancellor.

2. DEANS OF EDUCATION AND DEANS OF RESEARCH

2.1 Deans of Education and Deans of Research may be appointed, who will hold responsibility for a specific and defined academic portfolio.

2.2 Deans of Education and Deans of Research shall be appointed by the Senate.

2.3 Each Dean of Education and Dean of Research shall normally hold office for a period not exceeding three years and shall undertake such duties as may be assigned by the Executive Dean or Vice-Chancellor. The appointment may be extended by the Senate to give a period of office not exceeding six years in total.

3. THE PRO VICE-CHANCELLORS

3.1 In addition to the Executive Deans, there shall be two or more Pro Vice-Chancellors with a specific and defined portfolio to provide institutional leadership and support for the delivery of the University's strategy.

3.2 The Pro Vice-Chancellor shall be appointed by the Council on the recommendation of the Senate after consideration of a report from a Joint Appointment Committee of the Council and the Senate.

3.3 The Pro-Vice-Chancellors shall discharge duties entrusted to them by the Vice-Chancellor or the Deputy Vice-Chancellor and Provost. The terms and conditions of the appointment shall be determined by the Joint Appointment Committee.

3.4 If the office of the Pro Vice-Chancellor with should become vacant, where necessary the duties of the post shall be carried out by an acting deputy, appointed by the Vice-Chancellor.

4. DEANS WITH PORTFOLIOS

4.1 There may be appointed from time to time one or more Deans each with responsibility for a specific and defined academic portfolio and with responsibility to support the delivery of the University's strategy.

4.2 The Dean(s) shall be appointed by the Council on the recommendation of the Senate after consideration of a report of a Joint Appointment Committee of the Council and the Senate. The terms and conditions of the appointment shall be determined by the Appointment Committee.

[Ordinance A5. The Appointment of the Senior Administrative Officers](#)

(Previously Ordinance XXIX)

1. The Chief Financial Officer

The Chief Financial Officer shall be appointed by the Council.

2. The Chief Information Officer

The Chief Information Officer shall be appointed by the Council.

3. The Chief People Officer

The Chief People Officer shall be appointed by the Council.

4. The Executive Director for Campus and Commercial Services

The Executive Director for Campus and Commercial Services shall be appointed by the Council.

5. The Executive Director of Marketing, Global Recruitment and Admissions

The Executive Director of Marketing, Global Recruitment and Admissions shall be appointed by the Council.

6. The Executive Director of Research and Partnerships

The Executive Director of Research and Partnerships shall be appointed by the Council.

7. The Executive Director for Students

The Executive Director for Students shall be appointed by the Council.

8. The Executive Director for Communications and Advancement

The Executive Director for Communications and Advancement shall be appointed by the Council.

9. The Academic Registrar

The Academic Registrar shall be appointed by the Council on the recommendation of the Senate.

10. The Secretary to Council

The Secretary to Council shall be appointed in accordance with the provisions of Statute 10.1.

Ordinance A6. Use of the University Seal

(New Ordinance)

1. All deeds and documents requiring to be sealed by the University shall be sealed by the Secretary to Council, on behalf of Council. In the absence of the Secretary to Council, the Vice-Chancellor has the authority to use the Seal.

2. A seal book shall be kept and maintained to record the particulars of the deeds and documents to which the University Seal is applied.

3. A report shall be submitted to each meeting of Council recording the deeds and documents to which the University Seal has been applied since the last meeting of Council.

Ordinance A7. The Appointment of the Members of Council and Senate

(Previously Ordinance XIV)

1. THE COUNCIL

1.1 Representatives from Senate (in accordance with Statute Section 16.1 - Class 2 (i)):

(a) One member of Senate from each Faculty, appointed by the electoral rolls of the Faculties, shall be elected to the membership of Council.

(b) Elections shall be conducted by the Secretary to Council under the system of the Single Transferable Vote.

1.2 Representative from professional services (Class 2 (ii)):

(a) One member of professional services staff to be elected from the professional services staff electoral roll.

(b) Elections shall be conducted by the Secretary to Council under the system of the Single Transferable Vote.

1.3 The list of those employees entitled to serve as a representative of an electoral roll of the University shall be provided by the Director of Human Resources. The list may be scrutinised on request by any employee and objections to the list may be submitted in writing to the Vice-Chancellor at least 7 days before an election. The Vice-Chancellor shall adjudicate on whether a name should be included or not.

2. THE SENATE

2.1 Heads of School, Deans of Education and Deans of Research (Statutes Section 18.1):

(a) The Heads of School, Deans of Education and Deans of Research shall be members of the Senate ex officio.

2.2 Members of the electoral roll (Statutes Section 18.1 (g)):

(a) Members of the electoral roll as defined in Section 1.1 of the Statutes shall elect from among their own numbers members of Senate in accordance with Section (4) below.

(b) The electoral roll shall be kept by the Director of Human Resources, and shall be conclusive evidence of eligibility to vote or of being elected. The electoral roll may be scrutinised on request by any member of academic staff for three weeks before the date of such elections. Objections to the electoral roll must be submitted in writing to the Vice-Chancellor, at least 7 days before an election. The Vice-Chancellor shall adjudicate on whether a name should be included or not.

(c) Elections shall be conducted by the Secretary to Senate under the system of the Single Transferable Vote.

(d) The number of elected positions available for each Faculty is determined by the number of academic staff in the Faculty.

(e) Elected positions are for a three year term beginning on 1st September following election. Elected members can serve up to two consecutive terms, following which they must step down for at least one year.

(f) Elected members may represent one Faculty only.

(g) The election process is run between February and June annually. The Secretary to Senate will notify members whose terms are coming to an end and invite nominations from each Faculty to fill the vacancies. A nomination must be proposed and seconded by a members of the electoral roll in the relevant Faculty. A ballot will only be held if the number of nominations exceeds the number of vacancies.

(h) In the event of any casual vacancy arising under this heading, a by-election will normally be held in the appropriate Faculty provided that the vacancy arises before the end of March. Any person elected at a by-election shall complete the unexpired part of the term of office of the person whom they replace.

2.3. Full-time Student Officers

(a) Five student Officer Trustees from the Students' Union shall be members of the Senate. They hold office for one year from 1st July following election and shall be eligible for re-election for a second and final term.

(b) The election of full-time students shall be conducted by the Students' Union during the Spring Semester concurrently with elections for representatives of University committees.

3. SANCTION OF OFFICERS AND MEMBERS PROCEDURE

3.1 Any proposal (which must be made by at least two members of the Council ("Proposers")) that the conduct or behaviour of a member of the Council (other than the Pro-Chancellor) should be investigated in order to determine whether any sanction or the removal from Council of such member is warranted shall be presented to the Pro-Chancellor or, if one of the Proposers is the Pro-Chancellor, shall be presented to a Deputy Pro-Chancellor who is not a Proposer. The Pro-Chancellor

or relevant Deputy Pro-Chancellor as the case may be shall consider it and provided the matter is not in his or her discretion frivolous or trivial shall direct that the matter be heard by a special committee of members of the Council, to be called the "Special Committee".

3.2 Any proposal (which must be made by at least 2 Proposers who are not Deputy Pro-Chancellors) that the conduct or behaviour of the Pro-Chancellor should be investigated in order to determine whether any sanction or the removal from Council of the Pro-Chancellor is warranted shall be presented to a Deputy Pro-Chancellor who shall consider it and provided the matter is not in his or her discretion frivolous or trivial shall direct that the matter be heard by the Special Committee.

3.3 The Pro-Chancellor or relevant Deputy Pro-Chancellor as the case may be shall (if they so wish in consultation with any other Deputy Pro-Chancellor not the subject of the investigation) appoint the members of the Special Committee, who shall be two Lay Members of Council and one Member of Council who is a member of University Staff, and appoint a Chair of the Special Committee from amongst their number.

3.4 The Chair of the Special Committee shall decide upon its procedure to be followed prior to, at and following its meeting and any adjourned meeting, which shall include how evidence is to be presented and the giving of reasonable notice of the Special Committee and the evidence to the person the subject of the Special Committee ("Subject"). One of the Proposers shall present a case to the Special Committee in the presence of the Subject. The Subject shall have the opportunity to respond to the Proposers' case, and to be accompanied at the Special Committee either by a member of the University as defined by Statute 2 willing to act as their friend or representative at the hearing or, where the Subject is a Lay Member, by another Lay Member of Council.

3.5 The Special Committee shall determine whether the case presented by the Proposers has been made out and, if so, whether any sanction or the removal from Council of the Subject is warranted. For the avoidance of doubt, where the case presented has been made out and the Special Committee determines that a sanction is warranted the sanctions available to the Special Committee shall include but not be limited to:

(a) suspension of the Subject from Council for a period not exceeding the following three meetings of Council

(b) exclusion of the Subject from those parts of meetings of Council that consider business relating to an area or areas as specified by the Special Committee and/or limit the circulation of Council papers to the Subject in respect of such area or areas, in either case for a specified period

(c) removal from Council

3.6 The Special Committee shall report its decision and reasons to the Council and to the Subject. The decision of the Special Committee (both as to its findings on the Proposer's case and any sanction imposed or removal decided upon) is subject to ratification by Council, but the Special Committee may decide (and if so shall inform the Subject) that its decision and any sanction imposed or removal shall take effect immediately and prior to ratification by Council ("Immediate Sanction"), in which case the sanction or removal as the case may be shall take valid and immediate effect as decided by the Special Committee. A subsequent decision of Council not to ratify the decision of the Special Committee in any respect shall not invalidate the Immediate Sanction prior to the date of the Council's decision in this respect, but any remaining sanction shall be lifted and/or the Subject if removed from Council shall be reinstated.

Ordinance A8. Committees of Council and Senate

(Previously within Regulations)

Council and Senate delegate authority to a number of committees to undertake scrutiny and approval work on their behalf.

1. Council Committees:

(a) Audit & Risk Committee

(b) Business Review Committee

(c) Nominations & Governance Committee

(d) Promotions Committees:

(i) Academic Promotions Committee

- Faculty Academic Promotions Committees

(ii) Professorial & Readership Promotions Committee

(iii) Senior Remuneration Committee

The terms of reference and constitution of Council committees shall be approved by Council.

2. Senate Committees

(a) Education Committee

(i) Collaborative Provision & Partnerships Committee

(ii) Education Policy Committee

(iii) Faculty Education Committees

(iv) Quality & Academic Standards Committee

(v) Teaching Excellence & Student Outcomes Committee

(vi) University Doctoral Academy Committee (joint with Research Committee)

(vii) Student Access & Advancement Committee

(b) Examination Boards (including Research Degrees Committee)

(c) Research Committee

(i) Faculty Research Committees

(ii) Research Governance & Integrity Committee

- Research Ethics Committee
- Health Research Oversight Committee
- Human Tissue Committee

(iii) University Doctoral Academy Committee (joint with Education Committee)

(d) Senate Approvals Group

(e) University Academic Appeals Committee

(f) University Student Voice Committee

The terms of reference and constitution of Senate committees shall be approved by Senate.

3. Joint Committees

(a) Honorary Degrees Committee

The terms of reference and constitution of joint committees shall be approved by Senate and Council.

Ordinance A9. Honorary Degrees and the Joint Committee of Senate and Council (Previously Ordinance XVIII)

1. In accordance with the University's Charter and Statute 17 (E), the University shall confer honorary degrees – this conferment shall be on the approval of both Senate and Council and in accordance with the Honorary Degrees Guidance and Criteria. All members of the University shall have the right to propose candidates, in confidence, for the conferment of honorary degrees.

2. There shall be a Joint Committee of Senate and Council, operating in accordance with Statute 28.3, for the award of honorary degrees.

3. Joint Committees of the Council and the Senate under section 28.3 of the Statutes shall be constituted by a resolution of the Council and a resolution of the Senate and shall consist as to one-half of members nominated by Council and as to one-half of members nominated by the Senate. Such Committees shall report to both Council and the Senate.

SECTION B. ACADEMIC STRUCTURE & GOVERNANCE

Ordinance B1. Academic Structure of the University (Previously Ordinance VI)

1. Schools of the University

The academic schools of the University under the provisions of Section 20 of the Statutes are outlined below, by Faculty:

1.1. Faculty of Medicine & Health Sciences:

- School of Allied Health Professions and Pharmacy
- School of Medicine
- School of Nursing and Midwifery

1.2. Faculty of Business, Law, Humanities and Social Sciences:

- Keele Business School
- School of Humanities and Social Sciences
- School of Law

1.3. Faculty of Natural Sciences:

- School of Engineering and Physical Sciences
- School of Computer Science and Mathematics
- School of Life Sciences
- School of Psychology
- Harper and Keele Veterinary School

2. Departments of the University

The Departments of the University under the provisions of Section 22 of the Statutes are outlined below:

- 2.1** Keele Institute of Innovation & Teaching Excellence
- 2.2** Institute for Global Health & Wellbeing
- 2.3** Institute for Social Inclusion
- 2.4** Institute for Sustainable Futures
- 2.5** Digital Society Institute
- 2.6** Foundation Year Centre
- 2.7** Keele Language and International Culture Centre

[Ordinance B2. Faculty Governance](#)

(Previously Ordinance VIII and IX)

- 1.** There shall be a Faculty of Medicine and Health Sciences, a Faculty of Business, Law, Humanities and Social Sciences, and a Faculty of Natural Sciences, to which schools, including their staff, are assigned as described in Ordinance B1, above.
- 2.** The Executive Dean of the Faculty, as the executive lead, shall be responsible for the financial and academic management of the Faculty and for maintaining and promoting the standards and efficiency of the Faculty in accordance with the University's policies and procedures – Ordinance A4 outlines the appointment of the Executive Dean.
- 3.** There shall be at least one meeting of the Faculty per academic year to which all members are invited, the format of the meeting shall be at the discretion of the Executive Dean. The Schools of the University shall each have executive committees, with at least one meeting a semester, to support the governance of that academic area – the constitution of the committee and the format of the meeting shall be at the discretion of the Executive Dean and Head.

[Ordinance B3. Heads of Academic Areas](#)

(Previously Ordinance VII)

1. Heads of academic areas, including Heads/Directors of School, Deans of Education and Deans of Research, shall normally be appointed from among the existing academic staff of the University (Professors, Readers, Senior Lecturers or Lecturers) or by an external appointment.
2. Professors shall be liable to serve as Head, unless the terms of their appointment excuse them from this liability. Other academic staff may decline to serve.
3. The Appointment Committee shall, with delegated authority from Council, appoint the successful candidate and report the outcome to Senate and Council.
4. The Appointment Committee shall abide by the appropriate University's Procedure for the appointment of a Head of an academic area. Such Procedures shall be approved in accordance with the University Policy Framework. The Terms and Conditions of the appointment shall be confirmed by the Appointments Committee.
5. Where there is a temporary absence of a Head of an academic area for one semester or more, the Appointment Committee shall appoint an Acting Head in accordance with the University Procedure.
6. The Appointment Committee shall be constituted as follows:

Vice-Chancellor or Deputy Vice-Chancellor (Chair)

Pro Vice-Chancellor (or Deputy Vice-Chancellor where the Vice-Chancellor is the Chair)

Executive Dean of Faculty concerned

1 Head of School/Dean of Education/Dean of Research from Faculty concerned (*No other member of the academic area concerned shall be a member of the Appointment Committee*)

1 Head of School/Dean of Education/Dean of Research external to the Faculty concerned

Secretary: HR representative.

Ordinance B4. Appointment of the Academic Staff

(Previously Ordinance XXI and XXIII)

1. Academic staff shall be appointed on behalf of Council to devote themselves to the advancement of knowledge in their subjects, to give instruction therein to students and to promote the interests of the University as a place of education, learning and research. The University shall have the appropriate procedures in place, approved in accordance with the University's Policy Framework, for the recruitment and selection of candidates and for human resource management, compliant with legislative requirements and good practice.
2. The role, duties and contractual arrangements of academic staff shall be prescribed further within the employment contract, job description and/or the relevant University policy documents.

Ordinance B5. Emeritus Professors & Readers

(Previously Ordinance XIII)

1. The title of Emeritus Professor and Emeritus Reader may be conferred on an individual who is a member of Academic staff at Professorial/Reader level within the University, immediately prior to retirement. The title of Emeritus Professor and Emeritus Reader shall be awarded to individuals who

can evidence that they have a continuing link with the University which is both active and contributes positively to the University's strategy or profile in relation to teaching, research, scholarship and/or enterprise and standing in their profession.

2. An Emeritus Professor and Emeritus Reader has no duties or powers and shall not be entitled to membership of Council, Senate or any Board or to exercise any administrative function in the University.

3. The application process and criteria for the award of the Emeritus Professor and Emeritus Reader title shall be set out within a University Procedure, approved in accordance with the University Policy Framework.

Ordinance B6. Award and Conferment of Degrees, Diplomas and Certificates

(Previously Ordinance IV)

1. The Doctoral Degrees, Masters Degrees, Degrees, Diplomas, Certificates, Fellowships, Scholarships, prizes and other distinctions of the University (other than Honorary Degrees) shall be awarded by Senate and conferred at a degree ceremony on candidates who have fulfilled all the conditions laid down in the Ordinances, Academic Regulations and University policy documents.

2. The award of honorary degrees shall be conferred on the joint recommendation of Senate and Council, as prescribed by Ordinance A9 – Honorary Degrees and the Joint Committee of Senate and Council.

3. Examinations for the Degree of Bachelor of Arts, Bachelor of Laws, Bachelor of Nursing, Bachelor of Midwifery and Bachelor of Science or Master in Science (First Degree) will lead to the award of either a classified honours degree or a pass degree depending on the standard reached by the candidate. (There is no separate examination for a pass or ordinary degree.)

4. Degrees shall be conferred at a congregation of the University, a degree ceremony, to be held for that purpose at such time and place, at least once each year, as may be determined by Council. The Degrees shall be conferred by the Chancellor, the Vice-Chancellor, the Deputy Vice-Chancellor and Provost, a Pro Vice-Chancellor or an Executive Dean.

5. Doctoral Degrees, Masters Degrees, Degrees, Diplomas and Certificates may be conferred upon persons in absentia. No Doctoral Degree, Master Degree, Degree, Diploma or Certificate shall be conferred unless the candidate has paid the fees prescribed by the Regulation. The degree ceremony arrangements and the conditions of graduation shall be prescribed by University policy documents.

6. The arrangements for the conferment and award of Degrees to be awarded dually or jointly with other recognised degree-awarding institutions shall be agreed by Senate and governed by Academic Regulations and University policy documents.

7. POSTHUMOUS TAUGHT AWARDS

7.1 Any taught award of the University may be conferred posthumously where the death of a student occurs prior to their completion of the requirements for their award. The award conferred in such circumstances will normally be as a minimum the next exit award for which the student would have been eligible, based on the stage of the programme of study they had commenced at the discretion of the Vice-Chancellor.

7.2 All posthumous awards are unclassified. If the death of a student occurs after they have completed all the requirements for an award the award will not be considered posthumous and will, therefore, be classified.

8. POSTHUMOUS RESEARCH DEGREES

8.1 The award of a postgraduate research degree may be conferred posthumously where sufficient evidence of the candidate's ability is available in order to demonstrate that they would have reached the required standard. In such a case, the Research Degrees Committee shall consider the evidence presented and make its recommendation to Senate.

9. AEGROTAT TAUGHT AWARDS

9.1 An aegrotat award for incomplete study is an unclassified award that may be conferred in extenuating circumstances, such as in cases where a student's ability to complete an award is permanently compromised by severe illness once extenuating circumstances processes have been fully considered and followed as applicable.

9.2 All aegrotat awards are unclassified. All taught awards are available as aegrotat awards, with the exception of Degrees which are subject to fitness to practice requirements which shall not be awarded aegrotat awards. The Pro Vice-Chancellor may exercise their discretion to recommend conferment of an aegrotat award where the appropriate criteria have been met.

10. AEGROTAT RESEARCH AWARDS

10.1 An aegrotat postgraduate research degree may be awarded should a candidate become unable to complete their studies due to extenuating circumstances, such as severe illness, following consideration of available evidence of the candidate's ability by the Research Degrees Committee.

10.2. All research awards are available as aegrotat awards, with the exception of degrees which are subject to fitness to practice requirements. Where a programme of study has professional body requirements, accreditation will not take place.

[Ordinance B7. Examiners and examinations](#)

(Previously Ordinance V)

1. Setting and marking of any in-course assessments, formal written examinations, orals or practicals for taught academic awards of the University shall be the responsibility of Boards of Examiners comprising the internal and external examiners for each of the subjects or groups of subjects included in the scope of the examination or assessment.

2. The University's Academic Regulations and the Examinations Code of Practice shall set out the University's assessment and examination arrangements, examination board arrangements and the external examiner system.

SECTION C. STUDENTS' UNIONS OF THE UNIVERSITY

[Ordinance C1. Keele Students' Union \(KeeleSU\)](#)

(Previously Ordinance XV)

1. There shall be a Students' Union of the University (hereinafter called KeeleSU) for the promotion of the general interests of all students and to afford a recognised channel of communication between students and the University.
2. There shall be a KeeleSU Code of Practice, approved by the University Council, in fulfilment of the requirements of the Education Act 1994 – Section 22 (Students' Unions). In accordance with this Act, Council is responsible for taking reasonable steps to ensure that KeeleSU "operates in a fair and democratic manner and is accountable for its finances". The Act requires that the University and KeeleSU comply with measures relating to the operation of the Union, in particular relating to its Constitution, membership, elections, sabbatical officers, finances, affiliations, and requirements of the Charities Act 2006, freedom of speech and complaints, in order to ensure that the Union operates in a fair, transparent and democratic manner. The Code of Practice shall set out how these requirements be achieved.
3. KeeleSU is registered with the Charity Commission as a Charitable Incorporated Organisation (charity number 1173328).
4. In accordance with its charitable status, KeeleSU is authorised to manage its own affairs and funds within the provisions of this Ordinance, the Union Constitution and Bye-Laws, in addition to statutory legislation.
5. KeeleSU shall have a complaints procedure for all students who are dissatisfied with their dealings with the Union or because of a claim to be disadvantaged having opted out of Union membership. Any student who remains dissatisfied after exhausting all internal complaints procedures in the Union have the right to submit a complaint to the University, which will be considered by Council.
 - 5.1 The University shall have a procedure for handling such complaints – complaints should be addressed to the Secretary to Council who will establish if there is a case for consideration, in line with the procedure. If a case is found, then the Secretary to Council may make a recommendation on behalf of Council for KeeleSU to provide suitable and proportionate remediation. If a case is found or if the case is more complex, the Secretary to Council may appoint a lay member of Council, as an independent person, to investigate the complaint and make a recommendation to Council for final resolution of the matter.

SECTION D. GRIEVANCES AND DISCIPLINE

Ordinance D1. Staff Disciplinary Procedures

(Previously Ordinance XXV)

1. Tribunal Procedures

The Tribunal appointed under Statute 31.16 shall adopt the following procedure:

- a) Representation the member of the academic staff concerned is entitled to be represented by another person, whether such person be legally qualified or not, in connection with and at any hearing of charges by a Tribunal;
- b) Oral Hearing a charge shall not be determined without an oral hearing at which the member of the academic staff concerned and any person appointed by them to represent them are entitled to

be present. All written evidence to be relied upon at the Tribunal Hearing by both sides shall be exchanged not later than seven days prior to the date of the Tribunal.

c) Procedure at Hearings the member of the academic staff and any person representing the staff member may call witnesses and may question witnesses upon the evidence on which the case against him or her is based.

2. Powers and Duties of the Tribunal

a) The Tribunal shall be empowered at any stage

i) to postpone or adjourn the proceeding and shall not unreasonably refuse the request of the member of staff or of the officer in charge of the proceedings to do so,

ii) to dismiss the charge or charges for want of prosecution,

iii) to remit the charge or charges to the Vice-Chancellor for further consideration and for the correction of accidental errors,

b) The Tribunal shall ensure that the member of staff is aware of his or her rights under the Statutes including the right of appeal.

3. Proceedings

a) The Director of Human Resources or where they are unable to act, another officer appointed by the Vice-Chancellor, shall within 14 days of a charge being preferred at the direction of the Vice-Chancellor ensure that the member of staff concerned receives notification in writing:

i) of the details of the disciplinary charge,

ii) of the date and place of the hearing, such date to be not earlier than 3 weeks from the date of notification,

iii) of the right to call witnesses and requiring the member of staff concerned to inform the Secretary to Council at least 7 days in advance of the meeting of the Tribunal of the names of any such witnesses,

iv) of the entitlement to be represented by another person who may be legally qualified or not and of the requirement to notify the Secretary to Council of the details of such representation at least 7 days in advance of the meeting of the Tribunal.

v) of the requirement to exchange all written evidence to be relied upon not later than 7 days prior to the date of the Tribunal.

b) The Tribunal shall proceed as expeditiously as possible consistent with the need to observe the principles of justice and fairness and, wherever possible, set itself a time-table after hearing representations from the member of staff concerned for the presentation of the charge or charges, the hearing of witnesses and the determining of the case.

Appeals Against Dismissal or Disciplinary Findings

1. This Ordinance applies to Appeals lodged under Part V of Statute 31.

2. Procedures

a) Representation

An appellant is entitled to be represented by another person, whether such person be legally qualified or not, in connection with and at any hearing of his or her appeal;

b) Oral Hearing

An appeal shall not be determined without an oral hearing at which the appellant and any person appointed by the appellant to represent him or her are entitled to be present and, with the consent of the person or persons hearing the appeal, to call witnesses;

c) Notification to Appellant

Following the appointment by the Council of a person to hear and determine an appeal, the Secretary to Council or their nominee will write to the appellant at least 21 days in advance of the hearing giving notice of: the date, time and venue for the hearing of the appeal; their right to be represented by another person whether such person be legally qualified or not in connection with and at any hearing of their appeal; subject to the consent of the person or persons hearing the appeal, the right of the appellant to call witnesses provided that the names of such witnesses are notified to the Secretary to Council at least 7 days in advance of the hearing of the appeal; of the need to exchange all written evidence to be relied upon not later than 7 days prior to the date of the hearing.

3. Powers and Duties of the Person or Persons Appointed to Hear the Appeal

a) The person or persons appointed shall be empowered at any stage to postpone or adjourn the proceedings and shall not unreasonably refuse the request of the appellant or the Secretary to Council to do so, to dismiss the appeal for want of prosecution, to correct accidental errors, to set appropriate time-limits for each stage (including the hearing itself) to the intent that any appeal shall be heard and determined as expeditiously as reasonably practicable, to take any of the actions detailed in Statute 31.29(3).

b) The person or persons appointed shall send the reasoned decision on the appeal, together with any finding of fact different from those come to by the Council or, as the case may be, the Disciplinary Tribunal to the Vice-Chancellor and to the parties to the appeal.

[Ordinance D2. Staff Grievance Procedures](#)

1. This Ordinance applies to Grievances lodged under Part VI of Statute 31.

2. Procedures

a) Representation

At any formal hearing of a grievance, both the aggrieved person and any person against whom the grievance lies is entitled to be accompanied by a friend or a representative.

b) Oral Hearing

No grievance shall be determined without an oral hearing at which both the aggrieved person and the person against whom the grievance lies are entitled to be present and, with the consent of the Vice-Chancellor acting under Statute 31.33 or of the Grievance Committee set up under Statute 31.35, to call witnesses.

c) Notification Following reference of a grievance to the Grievance Committee under the provisions of Statute 31.34 the Secretary to Council or their nominee shall within 10 days of such referral

arrange for a hearing of the Committee giving the members of the Committee clear details of the grievance: All parties to the grievance shall be given at least 21 days notice of any hearing of the Grievance Committee and all written evidence to be relied upon by both sides shall be exchanged not later than seven days prior to the hearing. The Secretary to Council or their nominee shall inform the aggrieved person and those persons against whom the grievance lies of their entitlement subject to the consent of the Grievance Committee to call such witnesses as they may think fit provided that they inform the Secretary to Council at least seven days in advance of the date of the meeting of the Grievance Committee of the names of the witnesses. The Secretary to Council shall inform the aggrieved person and any persons against whom the grievance lies of their entitlement to be represented at the hearing of the Grievance Committee by a friend or representative.

Ordinance D3. Grievances considered by Council

1. This Procedure applies to:

(i) Staff

Grievances submitted to Council under the provisions of Statute 17(22), other than those by staff covered by Ordinances D1 and D2 above. Grievances submitted by staff proceed straight to the hearing stage.

(ii) Students

Grievances submitted to Council under the provisions of Statute 17(22). For student grievances the normal procedure is:

- (a)** If it is clear that a case for consideration has been established on the basis of the grievance presented and the case file, the Secretary to Council shall convene a Panel for a hearing.
- (b)** If it is clear that a case for consideration has not been established, the Secretary to Council shall reject the case.
- (c)** If a case for consideration has been established and it is determined that the student's case may be resolved by referring the case back to the body whose decision the grievance is against, the Secretary to Council may do so without the need for a hearing. This does not preclude the student from submitting a further grievance if they are not satisfied with the outcome of the reconsideration.
- (d)** If a case for consideration has been established and it is clear that the student's case can be resolved by overturning the decision of the body whose decision the grievance is against on the basis of the grievance presented and the case file, the Secretary to Council may do so without the need for referring it back or without the need for a hearing.

2. Where a hearing is to be held, the Pro-Chancellor, shall appoint a Panel, normally consisting of three members (two lay members of Council and one member of Academic Staff), to consider the detailed case submitted and any oral evidence, and to make recommendations to the Council. The Chair of the Panel will be one of the lay members of Council.

3. Those present for a hearing are the Panel, the Secretary to Council and/or a Clerk nominated by the Secretary to Council, and the parties to the case - the University representative (the Chair or nominee of the body or the individual whose decision the grievance is against) and the aggrieved person, who may be accompanied. This would normally be a member of staff, a current student, a

member of Advice & Support at Keele in the Students' Union, or an elected officer of the Keele University Students' Union. The University has the discretion to accept other supporters where this is deemed necessary by the Panel Chair and the Secretary to Council. Witnesses as to evidence or character are present for their own evidence only.

4. The Panel Chair will be responsible for the conduct of the hearing within the parameters set out below:

a) The University case and the grievance case are circulated to the Panel and to the parties to the case at least one week before the hearing. Normally, neither party should introduce new material at the hearing, but it may be permitted at the discretion of the Chair and may result in an adjournment to allow the other party to prepare its answer to the new points made.

b) The Panel convenes for a hearing, with only the Secretary to Council and/or its Clerk present.

c) The aggrieved person and friend/representative and the University representative enter the room.

d) The aggrieved person (or friend/representative) puts their case, and calls witnesses (who are not otherwise present for any part of the hearing).

e) The University representative questions witnesses (including the aggrieved if they give evidence). Members of the Panel may also ask questions, including any of the aggrieved person or their friend/representative.

f) The University representative puts the case in reply, and calls witnesses (on the same terms as the aggrieved person).

g) Questions from the aggrieved person (or friend/representative) and the Panel, as [e] above.

h) The University representative sums up, without introducing new material at this stage.

i) The aggrieved person (or friend/representative) sums up the case presented without introducing new material at this stage.

j) All but the Panel, the Secretary to Council and/or the Clerk withdraw for deliberations by the Panel; the Secretary to Council and/or the Clerk takes no part in making the final recommendation.

k) The parties are not informed of the recommendation before it is transmitted to Council for decision. The Panel's recommendations should be circulated to Council one week prior to its meeting (as is normal for Council papers), with copies being sent to both parties, to arrive no earlier than external members of Council receive their papers. Exceptionally, because of the timing of the hearing, papers may be tabled at the Council meeting.

5. Grievances to Council complete the University's internal procedures. When the process is exhausted, students who remain dissatisfied may wish to contact the Office of the Independent Adjudicator (OIA) for Higher Education, which provides an independent review of student complaints.