



# Keble College

## Policies and Codes of Practice

### 2025-26

#### Includes

Student Complaints Procedure  
Confidentiality and the Circulation of Welfare Information: Guidance  
Transgender and Gender Identity Policy  
Drugs Policy  
Smoking Policy  
IT Acceptable Use for Students  
JCR and MCR Code of Practice

The following policies and codes of practice, which apply to junior members, are found on the main College website at [Governance and Policies - Keble College](#):

[Equality and Diversity Policy](#)  
[Harassment Policy and Procedure](#)  
[Code of Practice on Freedom of Speech](#)  
[Safeguarding Policy](#)  
[Data Protection Policy](#)

# Student Complaints Procedure

## 1. Introduction

1. *Purpose* The purpose of this Student Complaints Procedure is to enable junior members of Keble College to raise matters of concern with College officers, and to enable these matters to be investigated and responded to, with the aim of reaching a resolution satisfactory to all within a reasonable timescale and having due regard to the requirements of natural justice.

2. *Principles* The procedure is designed to follow the core principles of the [Good Practice Framework for Handling Complaints and Academic Appeals](#) produced by the Office of the Independent Adjudicator. These principles require that the procedure is: accessible and clear; fair, independent, and confidential; inclusive; flexible, proportionate, and timely; and they should improve the experience of junior members. The Framework document may be consulted in addition to the Procedure set out below.

3. The College welcomes feedback and takes complaints seriously. Junior members will not suffer any disadvantage as a result of making a complaint in good faith. Disciplinary action may be taken against anyone who victimises or retaliates against a student who brings a complaint in good faith, and against any student who brings frivolous, malicious or vexatious complaints.

4. *Anonymous complaints.* Anonymous complainants will only be considered if there are good reasons for the matter to be investigated. Raising a complaint anonymously might change the way the College is able to investigate and/or limit the ability to provide support or respond to the complaint.

5. *Group complaints* Where an issue concerns a number of junior members, those individuals can submit a group complaint. Under such circumstances the college can ask the group to nominate one junior member to act as a group representative.

6. The majority of cases will normally be settled by the complainant resolving their grievance directly with the relevant tutor, college staff member or departmental manager. Where this is not possible, complainants can seek an early resolution, but a formal procedure is also available where a complainant wishes to register a written grievance.

7. Students are encouraged to raise concerns as soon as possible such that they can be resolved before they grow into a larger problem.

8. *Timing.* The College will try to resolve all complaints made in good faith promptly and will provide an explanation where this is not possible. Throughout the procedure objective and transparent measures will be used where possible and all processes will be exercised with impartiality. All individuals involved in proceedings are bound by the College's published code on Confidentiality.

## 2. Scope

9. *Matters in the scope of this procedure* The Complaints Procedure outlined below is intended to be followed in cases of dissatisfaction by one or more junior members with regard to domestic, financial and academic matters that affect the quality of an individual's learning opportunities. Examples include, but are not limited to:

- failure by the college to meet obligations including those outlined in the Student-College contract and the College Handbook;
- misleading or incorrect information in prospectuses or other promotional material produce by the College;
- concerns about the delivery of College teaching;
- dissatisfaction with the College's response to a request for a reasonable adjustment on grounds of disability;
- poor quality of facilities, learning resources or services provided directly by the College.

10. *Matters NOT in the scope of this procedure* There are separate procedures for addressing matters, including:

- a) academic appeals. Requests for a review of a decision of an academic body (almost always the University) charged with making decisions on progress, assessment and awards should be referred to Proctors and the relevant University procedures: <https://academic.admin.ox.ac.uk/academic-appeals-0>
- b) University teaching, including behaviour of members of University staff, and University facilities. The University Proctors handle these complaints; details on the procedure are here: <https://academic.admin.ox.ac.uk/files/universitystudentcomplaintsprocedure2020pdf>
- c) complaints or allegations that a member or employee of the College has committed an act of bullying or harassment. These are addressed by the *Policy & Procedure on Harassment* published in the [College Handbook](#).
- d) appeals and complaints relating to Academic Discipline or Non-Academic Misconduct. These are covered by provisions in the respective procedures except where otherwise stated.
- e) complaints about the behaviour of another junior member. These are subject to decanal authority under the procedure for Non-Academic Misconduct found in the [College Handbook](#).
- f) private disputes between students and members of employees of the College.

11. *Common Room representatives*. Complaints about College services and facilities that affect groups of junior members can also be raised with the elected representatives of the Junior and Middle Common Rooms, who can bring them to the relevant College Committees or directly with College Officers.

12. *Advice.* The Senior Tutor can advise on which procedure may be appropriate.

### **Who can make a complaint and when?**

13. A complaint may be made under this procedure by current students of the College, whether they are students on course or students whose status is suspended for whatever reason, and former students of the College whose complaint relates to a matter that arose while they were a current student or a student with suspended status.

14. The College will not normally consider complaints which are made more than three months after the problem originally arose or, in the case of an emerging problem, more than three months after the actions or events that, according to the junior member, brought the problem to a head. Junior members wishing to bring a complaint beyond this period will be expected to provide a good reason why it could not be brought sooner.

15. *Former students.* Former students are advised that raising a complaint beyond the normal timeframe might change the way the College is able to investigate and/or limit the ability to provide support or respond to the complaint.

16. *Late complaints.* In deciding whether to accept a late complaint the College will consider the student's individual circumstances, the nature and seriousness of the issues they are raising, and whether it is still reasonably possible to investigate the matter

### **3. Early Resolution**

17. Complaints and concerns may be discussed with any tutor or member of staff and the complainant can be accompanied at any stage by a friend or an adviser (e.g. an officer of the JCR or MCR). Tutors who have been contacted by a complainant are required to inform the appropriate departmental manager of the complaint as soon as possible.

18. The relevant departmental managers are as follows:

- a) For issues involving domestic college staff and services e.g., catering and accommodation: the Domestic Bursar.
- b) For academic matters: the Senior Tutor.
- c) For financial matters and complaints about College Maintenance, sportsground and gardens, IT and Library provision: the Bursar.

19. *Procedure.* To address the complaint the relevant departmental manager may ask the student to summarise or clarify the key parts of their concerns in writing if it is unclear but it will not be always necessary to submit a written complaint. The manager will try to find a remedy, or a reconciliation (in cases where relations have broken down between individuals, and the complainant does not object to this course) as soon as practically possible. The manager will also consider whether it is appropriate to refer the student to other sources of advice and support while the complaint is being addressed.

20. If it is necessary to gather extensive evidence to address the complaint it will usually be best to follow the formal procedure (below).

21. *Record keeping.* The departmental manager should keep a written record of the complaint and any actions taken and brief details of what was communicated to the student and when.

22. The Human Resources Manager will provide advice and training for departmental managers involved in dealing with student complaints.

#### 4. Formal Procedure

23. The formal procedure is activated when:

- the complainant has good reason not to want to engage with early resolution
- the complainant is not satisfied with the outcome of early resolution
- the issues raised are complex and require either the gathering of extensive evidence and/or detailed investigation

24. *Written complaint.* All formal complaints must be made in writing to the Warden or, if the complaint is about the Warden, the Sub-Warden (in the text below the term 'Warden' is used for both eventualities). The submission should set out as clearly and succinctly as possible: (i) the nature of the matter being complained about; (ii) the effect on the individual; (iii) any steps taken under early resolution; and (iv) the resolution being sought. The complaint should include dates and times and all other relevant details, together with any documentary evidence available to them. The Warden will send a written confirmation of the receipt of a complaint within two working days of the written complaint being received.

25. *Initial assessment.* The Warden will make an initial assessment of the complaint to check that it is being made under the right procedure, that it has been received in good time, and that it cannot be resolved by early resolution or conciliation and mediation, taking advice as necessary. The decision of whether and how to continue with the complaint will be communicated in writing to the complainant within five working days of the acknowledgement of the receipt of the complaint. If the decision is to continue, then the Warden should also indicate the expected timeframe for investigation and decision.

26. *Early action.* The Warden will consider whether any early action pending resolution of the complaint is required, for example where the issues raised are significantly affecting the student's mental health or where the student is very distressed.

27. *Prompt resolution.* Every effort will be made to achieve a prompt resolution of the complaint. The aim will be to conclude the investigation within a period of no more than six weeks. The complainant will be expected to cooperate with the College in achieving this aim.

28. *Investigator.* The Warden will direct the relevant departmental manager (or, if that person is subject to the complaint, another departmental manager or appropriately

qualified individual who has not hitherto been involved in the case) to investigate the complaint, produce a written report, and a recommendation of what action should be taken. The Warden will inform the student of the identity of the investigator.

29. *Purpose and scope of investigation.* The investigator should meet with the complainant, who may be accompanied by a representative of the relevant Common Room or the Student Union, as soon as possible. It is essential to be clear about what exactly is being investigated to make sure that both the departmental manager and the student understand the purpose and scope of the investigation. If the complainant's expectations appear to go beyond what the College can reasonably deliver or what is in its power to deliver, the investigator should explain this to the complainant in writing.

30. *Investigation.* The investigator may make such inquiries as they think fit, and the taking of the complaint to the formal stage implies consent by the complainant to all such inquiries. The investigator will have due regard for confidentiality and the potential sensitivity of any evidence gathered during their inquiry. They should keep a written record of who they have spoken to or met as well as notes of any interviews.

31. *Report and recommendation.* On conclusion of their investigation, the investigator will submit a written report to the Warden, together with any written evidence, and a recommendation of what action should be taken.

32. The investigator may recommend mediation and conciliation which, to be effective, should involve the agreement of the complainant.

33. *Decision.* The Warden will make a decision based on the investigator's recommendation. This, together with the report and any written evidence, will be promptly communicated in writing to the complainant. The Warden should set out the outcome of the formal stage, including any decision to reject the complaint at initial assessment, giving a clear explanation and outlining the reasons for each decision in straightforward language. The decision should also give information about the complainant's right to review and appeal, including the grounds on which they can do so, as well as where and how to access support.

34. *Completion of Procedures.* If the complaint has been rejected, for example because it was too late or not made on permitted grounds, and no further appeal is possible, the Warden should issue a Completion of Procedures letter consistent with the guidelines of the Office for the Independent Adjudicator for Higher Education.

## 5. Review of formal stage outcome

35. If the complainant is not satisfied with the outcome of the formal stage they can ask for a review. Grounds for a review include, but are not confined to:

- a review of the procedures in the formal stage
- a consideration of whether the outcome was reasonable
- new evidence that could make a difference to the outcome and which the complainant could not reasonably have provided earlier in the process.

36. To seek a review the student must write to the Sub-Warden within ten working days of receipt of the outcome (as above) setting out the grounds for appeal. If the Sub-Warden has previously been involved in the case the request should be sent to a senior College Officer e.g., Senior Tutor, Bursar, or Chaplain.

37. *Initial assessment.* The Sub-Warden will make an initial assessment of the request. If they determine that there is no merit in the appeal and/or that it is late, they will issue a Completion of Procedures letter to the student setting out the grounds for further appeal to the OIA.

38. *Panel.* If the Sub-Warden determines that there should be a review, they will convene a panel to include two other members of Governing Body not previously involved in the case. The panel may follow such procedure as it thinks fit to review the procedure and/or decision and/or consider the new evidence. The panel may: dismiss the appeal; appoint a new investigator and re-run the formal stage; refer the case to reconciliation or mediation; or take such action as it thinks justified, proportionate, and appropriate.

39. The Sub-Warden should set out the outcome of the review, including any decision to reject the request at initial assessment, giving a clear explanation and outlining the reasons for each decision in straightforward language. This communication can be in the form of a Completion of Procedures Letter which, in any case, must be provided in the event the appeal is not upheld.

## 6. Independent external review (OIA)

40. A student who is dissatisfied with the outcome of internal College proceedings for handling their complaint has the right to have their case reviewed by the Office of the independent Adjudicator for Higher Education (OIA). They should apply to the OIA within 12 months of the issue of a Completion of Procedures Letter. Instructions about how to do this can be found at the OIA's website: <https://www.oiahe.org.uk/>.

41. At the conclusion of proceedings, the student bringing the complaint must be provided with a *Completion of Procedures Letter*. This should be sent by either the Investigator, Warden, or Sub-Warden as appropriate to the stage of proceedings reached and must be within 28 days of the communication of the relevant decision. Guidance (including a template) on how to write a Completion of Procedures Letter can be found at: [Completion of Procedures Letters - OIAHE](#). The Letter should also inform the complainant of their right to appeal to the Office of the Independent Adjudicator for Higher Education and the timeframe for doing so.

## 7. Monitoring and Other Arrangements

43. In order to ensure compliance with the Race Relations (Amendment) Act 2000 and to promote equal opportunity and diversity, the Human Resources Manager will monitor student complaints made using the formal procedure in an academic year. These records will indicate how many formal complaints have been registered, and what stage they

reached. This data will be maintained in an anonymised format solely for the purposes of ensuring that the College's equal opportunities policies are operating effectively. Ongoing monitoring and regular analysis of such data by the College's Equality and Human Resources Committee will provide the basis for taking any appropriate steps to eliminate unlawful direct and indirect discrimination and to promote equal opportunity and diversity.

This procedure will be subject to review by Governing Body at least every five years.

This procedure will be available in the *College Handbook* and the Senior Tutor will draw students' attention to it on at least an annual basis.

Agreed by Governing Body May 2023



# Guidance on Confidentiality and the Circulation of Welfare Information

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This document outlines College policy in two related areas: the application of the law relating to the confidentiality of information on the part of welfare advisers; and guidance as to how information about students should be circulated amongst College officers in order to ensure that the College exercises its duty of care.

## CONFIDENTIALITY

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The College follows the [\*University's Guidance on Confidentiality in Student Health and Welfare\*](#). This guidance balances confidentiality with a need to act in cases of risk of serious harm. In general, information relating to the health and welfare of an individual will amount to special category data (as defined in the UK General Data Protection Regulation (UK GDPR)) and must be kept confidential and only disclosed with consent. Exceptions to the general rule arise particularly in cases where there is a Risk of Serious Harm. This includes cases where the student lacks capacity to give consent and needs intervention from medical professionals. The Guidance sets out the basis for dealing with exceptions to that general rule.

## WELFARE INFORMATION CIRCUIT

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### Rationale

Information about the welfare of individual students will sometimes be circulated amongst College officers to enable the College to exercise its duty of care towards all its members, and to ensure that students are able to carry out satisfactory academic work.

The circuit consists of an inner core of senior College officers — Warden, Dean and Senior Tutor. College officers and members who come across certain categories of information (see below) about individual students should pass it to one or all of these officers in writing. If e-mail is used for this purpose the message must contain only essential, factual information as the security of e-mail messages, even if they are encrypted, cannot be guaranteed. These officers then share the information amongst themselves and pass it on to any others who need to know.

The rationale for these and other officers' involvement with the information, and the particular functions they exercise on behalf of the College, are as follows:

Warden, Senior Tutor, Deans: responsibility for students' overall welfare.

Senior Tutor: academic implications of welfare problems; dealing with external enquiries about students.

Welfare Fellow/Student Support Officer: advising students on all aspects of welfare and special needs provision

Accommodation Manager: domestic implications of welfare problems and absence from accommodation.

Tutor/College Adviser: academic implications of welfare problems.

Lodge Porters: involvement of external agencies on College site; security issues; absence of students.

Students, especially those living out, have a responsibility to inform the College of changes in their circumstances likely to have a substantial effect on their ability to work and/or welfare.

### Discretion

Officers will use discretion in circulating information, disclosing only the minimum that needs to be known, to those who need to know. (For instance, in explaining that someone has left College for a time, it will often not be necessary to explain why, especially if it involves sensitive personal data.)

While the following offers guidelines to the circumstances in which information should be disclosed to whom, these should not be taken as rigid or automatic routes: in each case, the person who first encounters the information, or the person in the inner core to whom the information is given, should assess who else needs to know and for what reasons.

E-mail must be used with care to ensure that no inadvertent disclosure takes place, for instance by failing to modify circulation lists and collective addresses, or using 'Reply' thoughtlessly.

### Guidelines

See table below. As a general rule, the inner core (Warden, Senior Tutor, Dean) should be informed by e-mail of incidents falling into categories (i) and (ii). E-mails should not be used to convey detailed information about a student; they should be used only as an effective means of recording and circulating essential, factual information. As indicated below, other officers such as the nurse, welfare officers and chaplain may also need to be informed, depending on the individual circumstances.

In all cases involving graduates, the Senior Tutor will decide whether to inform the graduate's University Supervisor.

NB: Students with physical or psychological problems should always be encouraged to seek professional medical advice and support.

### Guidelines for sharing sensitive information about students

<b>Circumstance</b>	<b>Who needs to know</b>
<b>(i) Medical &amp; psychological</b>	
Emergency overnight admission to hospital	Warden, Senior Tutor, Deans, Subject Tutor/College Adviser, Nurse, Lodge
Emergency treatment in hospital	Warden, Senior Tutor, Deans, Subject Tutor/College Adviser, Nurse
Emergency treatment in college	Warden, Senior Tutor, Deans, Nurse, Lodge
Temporary withdrawal from College on medical grounds.	Warden, Senior Tutor, Dean, Subject Tutor/College Adviser, Nurse, Lodge, Student Administration Manager
Suicide attempts	Warden, Senior Tutor, Deans, Subject Tutor/College Adviser
Physical or psychological conditions affecting a student's ability to work or otherwise function as a member of the community	Senior Tutor, Subject Tutor/College Adviser.
Circumstances affecting family or friends such as bereavement, serious illness which distract a student or cause frequent trips away from college	Senior Tutor, Subject Tutor/College Adviser
<b>(ii) Legal</b>	
Arrest and detention in police custody	Warden, Deans, Senior Tutor, Subject Tutor/College Adviser, Lodge
Arrest without detention	Warden, Deans, Senior Tutor, Subject

	Tutor/College Adviser
Serious criminal charges laid against a student	Warden, Deans, Senior Tutor, Subject Tutor/College Adviser
Student is victim of incident involving police	Warden, Deans, Senior Tutor, Subject Tutor/College Adviser, Lodge (+ Domestic Bursar in case of theft)
<b>(iii) Internal disciplinary Information</b>	
Disciplinary incidents	Normally dealt with by Deans: information is not more widely circulated
Serious or persistent misconduct in College	The Dean will inform the Warden and the Subject Tutor/College Adviser of serious problems, especially those affecting the public life of the College. Disciplinary procedures will be invoked involving others where offences or procedures go beyond the Dean's jurisdiction in accordance with the College disciplinary policy.

# Policy on Issues of Transgender and Gender Identity

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Keble is committed to the [University's Transgender Policy](#) and recognises the associated [Transgender Guidance](#). This policy has three main aims:

- to assist members of the University in understanding gender diversity in relation to the activities of the University;
- to clarify roles and responsibilities for supporting students, staff and alumni who wish to make, or have made changes to their gender identity; and
- to ensure that the University has protocols for changing student, staff and alumni records and for storing confidential information relating to gender identity

Any student wishing to transition, or to discuss their gender identity in confidence, may do so with any member of the College Welfare Team. All conversations regarding this process will be handled sensitively and respectfully, in accord with the College's code of confidentiality.

We acknowledge that some students may have concerns about transition—perhaps regarding the people at home finding out, or about visas if they are an international student—and we can certainly be flexible in coming to arrangements on such issues if they are raised. Students requiring time away from their studies for medical reasons should feel free to mention this to us so that options for deferral and/or suspension can be discussed.

Further information about university-wide policy and welfare provision for students who want to transition is available from:

[The LGBT + Advisory Group](#)  
[Advice on gender neutral titles](#)

Updated June 2022

# Drugs Policy

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Junior Members found using illegal drugs within the College or in College-owned accommodation will be subject to the provisions of the College's disciplinary procedures [as outlined in Section G.5. Junior Members found using illegal drugs in another College or on University premises will be referred to the Proctors, who may refer the case to the Disciplinary Court.

In the case of use of 'soft' drugs such as cannabis, the Senior Dean will normally on the occasion of the first offence, issue formal warnings, together with such conditions (such as drugs counselling) as deemed appropriate to enable the Junior Member to address the problem. A record will be made of such formal warnings. Further offences, or failure to address the problem, are likely to lead to more serious disciplinary action.

In the case of 'hard' drugs (e.g. heroin, amphetamine sulphate, LSD, cocaine, crack), the Senior Dean will as a matter of policy report suspects to the local police, and will consider suspending the student while police and court proceedings take place. Dealing in drugs will be treated severely. Those suspected of dealing in drugs can expect to be referred to the local police. Junior Members should be aware that 'dealing' includes supplying drugs to others irrespective of whether payment is made. Suspension while police and court proceedings take place will be considered.

Should any Junior Member believe that they have a drugs problem of any kind, they are encouraged to contact a College welfare officer, the College nurse or the Chaplain, all of whom may provide confidential advice. The University Counselling Service provides a source of confidential advice outside the College context. OUSU or Student Welfare Officers will assist students in finding appropriate support. The College doctors will also provide medical advice and are bound by the conventions of medical confidentiality. Advice may also be obtained from the National Drugs Helpline (0870776600).

# Smoking Policy

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The right to work in a smoke-free environment is supported by statutory duties under the Health & Safety at Work Act (1974), Workplace (Health, Safety and Welfare) Regulations 1992 and the Health Act 2006.

This policy seeks to guarantee to non-smokers the right to work in air free of tobacco smoke, whilst also taking account of the needs of those who do smoke. This policy applies to all students and employees, regardless of seniority, and whether their work environment is shared with others. Visitors will also be requested to refrain from smoking in non-smoking areas, as will any other people (e.g. contractors, tourists) working on College premises.

Staff and students meeting visitors from outside the College are required to politely explain our policy and to ensure such people comply with it. Appropriate “no smoking” signs will be displayed prominently in no-smoking areas.

In accordance with the law, all areas of the College including tutors’ rooms, student bedrooms, common rooms, college vehicle and offices are non-smoking.

The College will not permit smoking to take place within 3 metres of any building entrance, being a distance that should ensure that no person is subject to potential harm or discomfort. There is no intention to identify demarcation lines around buildings and staff and students are asked to self-regulate on this issue.

Where smoking is permitted on land owned by Keble College, receptacles will be provided for the disposal of cigarette ends and other waste smoking materials. Staff and students using these areas will also be expected to keep them tidy and to dispose of any rubbish appropriately. Cigarettes, cigars and pipes must be extinguished using the receptacles provided and smokers should ensure that there is no risk of fire.

The prohibition on the smoking of tobacco will be subject to the following exceptions. It will not apply to:

- College grounds and open spaces provided that smokers do not physically obstruct access to or egress from a premise.
- At the Sportsground – but not within 3 metres of the buildings or pavilion.
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In many workplaces where non-smoking policies have been introduced, employees who smoke do so just outside the entrances and exits to the premises. We believe this would not present the College in an appropriate light and is unpleasant for non-smokers.

Students and staff who need to smoke may do so within the gardens and grounds but only during any recognised rest period or lunch break. Smokers will not be allowed longer or more frequent breaks than their non-smoking colleagues and use of the smoking areas is not to interfere with normal job performance.

Day to day responsibility for implementing this policy lies with managers and the Dean. However, staff and students are expected to take personal responsibility for observing this policy and should feel able to draw this policy to the attention of others, including visitors.

While the College is committed to enforcing its legislative obligations, all are reminded that the Health Act does lay down penalties for those who are in breach of its requirements. Both the College and individual members of staff and students face fines for breaches of the legislation which will ultimately be enforced by Oxford City Council. The maximum fine per offence is £2,500.

Breach of this policy will be dealt with on an individual basis. In the case of students by fines and action by the Dean or in the case of staff, by the invocation of the College's disciplinary process.

Advice for those wanting to give up smoking can be obtained from the College Nurse at [pml.keblenurse@nhs.net](mailto:pml.keblenurse@nhs.net) (during term time) or free Smokefree National Helpline on 0300 123 1044.

This policy has been drawn up following full consultation with staff via the Health & Safety Committee, Staff Forum and ratified by Governing Body in June 2007. Contact details were updated in June 2021.

#### **Action Plan**

The College reviews all of its HR policies annually to ensure fairness and that the aims of each policy are being met without adverse impact on any group or individual.

This policy is reviewed by Domestic Committee.  
GB07. 110 (7 November 2007) and EC07.26 (31 October 2007)

November 2007  
June 2021

# IT Acceptable Use Policy for Students

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Keble College provides IT and network facilities subject to the terms and conditions stated in this policy. This policy in no way limits the applicability or obscures the intentions of any other policy or legislation that already governs IT and network use at Keble College or the University of Oxford. Any activity that involves Keble College IT facilities must be carried out in accordance to this acceptable use policy. These rules must be read and understood before using any IT facilities at the college, and a signed declaration form must be returned to the Academic Office before use of any IT facilities is authorised.

## 1. Definition of Terms

The term IT facilities shall be taken to include: free standing computers; networked computers; shared computers and terminals; services or software; networking that connects computers to any other computers or servers; computer peripherals; computer media; hardware components; networked resources; manuals and documentation.

## 2. External Conditions of Use

Many IT facilities available at Keble College are provided through contractual agreements with third party organisations, most notably including the network connection to the University of Oxford and to the UK academic network (JANET). Users of these IT facilities must also abide by the terms and conditions of those agreements.

Of particular importance is the JANET Acceptable Use Policy, provided by UKERNA (<http://www.ja.net/documents>). This must be read prior to using any IT facilities at Keble College.

Other requirements specific to IT use currently include:

- a. University Regulations Relating to the use of IT Facilities
- b. Computer Misuse Act (1990)
- c. Data Protection Act (1998)
- d. Oxford University disclaimer of liability
- e. CHEST Code of conduct
- f. Microsoft Campus Agreement
- g. Terms and conditions for other licensed software

## 3. Authorisation to use IT Facilities

Authorisation to use IT facilities may only be granted by the IT Manager, Bursar or Warden of Keble College.

It is not permitted for authorised users to allow use of IT facilities provided by Keble College by any other person.



## 4. Acceptable Use

Keble College IT facilities, including the use of the network from personally owned equipment, may under no circumstances be used for conducting business or other commercial activities. The following actions are not considered to be covered by this clause: a. Application for jobs and sending of CVs via email; b. Conducting business transactions as a customer (purchasing items online);

Users of IT facilities provided by Keble College are not permitted to use those facilities for any of the following:

- a. Any unlawful activity;
- b. The creation, transmission, storage or display of any obscene, offensive, indecent or menacing images, data or other material or any data capable of being resolved into such images or material;
- c. The creation or transmission of any material designed or expected to harass another person, or to cause annoyance, inconvenience or needless anxiety;
- d. Access to, creation, transmission or display of extremist material which has the real potential to lead to serious terrorist crime on the part of the user or to draw others into terrorism (contrary to the College and University's statutory duty under Prevent);
- e. The sending of any email which does not correctly identify the sender, or which attempts to disguise either the sender or the computer from which it was sent;
- f. The creation or transmission of defamatory material about any individual or organisation;
- g. The creation or transmission of material that infringes a copyright, trade mark, moral right or other intellectual property right;
- h. The transmission of email to a large number of recipients without proper authorisation, unless those recipients have given consent to receive such email;
- i. The sending or forwarding of email intended to encourage the propagation of copies of itself;
- j. Commercial purposes or conducting business, except to the extent authorised under the user's agreement with the college;
- k. Attempting to gain unauthorised access to any IT facility, system or service within Keble College or outside, or making any attempt to disrupt such a service;
- l. Deliberate or reckless undertaking of any activities which may result in any of the following:
  - Introduction or transmission of a virus into the network or any computer systems or servers;
  - Corruption of data or disruption of the work of others;
  - The waste of network or system resources on systems provided by or accessible through Keble's IT facilities;
  - The waste of staff effort investigating and dealing with any deliberate infraction.

## 5. Monitoring and Control

Keble College IT facilities are managed and maintained by appointed system administrators who are the IT Manager and IT Officer.

The system administrators reserve the right to monitor the usage of IT facilities, including network traffic, either to investigate an alleged breach of this policy or to identify problems with the IT facilities and infrastructure.

Any records taken or data captured will be retained only for a length of time appropriate to the investigation or fault and will be held securely.

Any data captured will be restricted as far as possible to only examine the particular protocols and sessions needed to minimise the risk of capturing any personal data not relevant to the investigation or fault.

## 6. Connection of Personal Equipment to the Network

Use of personal equipment connected to the Keble network shall be in accordance with the terms and conditions set out in this policy.

The owner, administrator and users of any equipment connected to the Keble network shall be jointly responsible for taking all reasonable precautions to ensure that the equipment does not disrupt the network or other systems connected to it, or breach this policy. In particular, it is a requirement that:

- a. All available security updates shall be installed in a timely fashion;
- b. Where applicable, a suitable anti-virus product shall at all times be installed, operational and constantly kept up-to-date so as to provide an effective prevention against viruses and malware.
- c. Network accessible services should be disabled or appropriately restricted if they are not critical to the functioning of the equipment on the network or for the purposes it is intended.
- d. In the event that personal equipment connected to the Keble network is detected to be in breach of regulations or an official report of misuse is received, it is a requirement that Keble IT staff be permitted to inspect the equipment to ensure that the reasons for the breach are dealt with correctly and to allow Keble IT staff to certify to any external organisation that action has been taken.

Equipment connected to the network must only use network identifiers allocated by Keble College. These identifiers and the unique identifier belonging to the equipment must not be modified to impersonate another device.

Equipment connected to the college network must not be used to provide access to IT facilities belonging to either Keble College or to the University of Oxford to persons not otherwise authorised to use those facilities.

## 7. Reporting of Problems

Problems and general enquiries may be directed to the IT Department either by email to [it-support@keble.ox.ac.uk](mailto:it-support@keble.ox.ac.uk) or by telephone to 01865 (2)72788.

If reporting a problem outside office hours then messages may be left at the Porters' Lodge.

Any problems or faults with IT facilities should be reported in a timely manner so that the IT department can make arrangements.

# **Keble College JCR and MCR: Code of Practice**

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- (i) The JCR is an association open to all undergraduate members of the College. The MCR is a similar association open to all graduate members of the College. Their main objects are to promote the interests and welfare of and social activities among their members and to represent the interests of students to the Governing Body of the College.
- (ii) The JCR and MCR have written constitutions, elect officers and hold regular meetings. Membership of the JCR and MCR is automatically granted to all students who qualify for membership. Anyone who does not wish to take up membership should notify in writing the President of the JCR or MCR (as the case may be) no later than Sunday of 5th week of Michaelmas Term.
- (iii) Membership is free of charge to current members of the College.
- (iv) Withdrawal from membership will disqualify students from standing for office, voting in elections and voting at meetings.
- (v) The written constitutions of the JCR and MCR contain detailed arrangements for the conduct of elections, the conduct of officers, financial management and reporting, the funding of groups and clubs affiliation to external organisations (including OUSU), and the handling of complaints. The implementation of these arrangements is supervised on behalf of the Governing Body of the College by the Bursar (in the case of financial matters) and the Dean (in the case of non-financial matters).
- (vi) The College provides certain social, recreational and welfare facilities for all its Junior Members, including the use of common rooms and the bar. It allows the JCR and MCR as associations to participate in the management and provision of these services and from time to time provides the JCR and MCR with funds to enable them to maintain these services on behalf of the College. The services provided by the College are available to all undergraduate or graduate students (as the case may be) on equal terms whether or not they are members of their respective association.
- (vii) Complaints about the management of the JCR or MCR in question should first be made to the President in question. The complaints procedure to both the JCR and MCR is set out in detail in their respective constitutions.
- (viii) Copies of the constitution of the JCR and MCR are deposited in the Warden's and Bursars' EA's office.
- (ix) The Governing Body of the College reviews the JCR and MCR constitutions every five years.
- (x) The attention of the JCR and MCR is drawn to restrictions imposed on their activities by the law relating to charities. (Information is deposited with the Warden and Bursar's EA.)