



Volunteer Project Handbook

2018-2019



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1 What is a Student-led Volunteer Project?

A Volunteer Project is a voluntary activity that is led by, organised and run by a group of students that supports a community need or national cause. A volunteer project allows you to take control of your own volunteering, making a difference to a cause that you are truly passionate about.

Your project will be overseen by the Volunteer Centre to ensure that appropriate training, guidance and funding is in place and that the project is carried out legally, safely and aligns with the core values and ethos of the Students' Union Volunteer Centre.



Rucksack Project – Psychology Society



Volunteering at Shepreth Wildlife Park

2 Why be involved in a Volunteer Project?

Getting involved in a volunteer project will provide you with the opportunity to learn leadership, planning and organisational skills whilst also providing you satisfaction, knowing you are making a difference to a local cause. You will also benefit by:

- Making new friends, meeting like-minded people and building networks
- Making a difference in your community
- Becoming a part of your community
- Makes you feel good and improves your wellbeing
- Inspiring others to get involved and make a difference
- Gaining invaluable skills
- Utilising your existing skills
- Making yourself more employable by going the extra mile
- Logging your volunteering hours and skills
- Working towards your Volunteer Awards and downloadable Skills Transcript

3 What support do volunteer projects receive?

As an affiliated volunteer project with ARU Students' Union Volunteer Centre, your project will receive various forms of support to ensure that your project is sustainable, successful and enjoyable. As an affiliated project your project will receive:

- 1:1 and group support from a Volunteer Coordinator
- Ability to apply for funding
- Your own volunteer project page
- Invite to the fresher's fair and various volunteer fairs
- Access to various training opportunities

4 Criteria for setting up a volunteer project

To ensure that a volunteer project is sustainable, it must meet the criteria below to be affiliated and supported by ARU Students' Union Volunteer Centre. A volunteer project must have:

- A named and confirmed project leader
- A minimum of 2 ARU student members (including the Project Leader) engaged as 'members' of the project.
- Completed and submitted a Volunteer Project Development Plan.
- Clear aims and objectives which benefit the local community.
- Only current ARU students can be part of a project
- All volunteers must have a valid membership to the project.

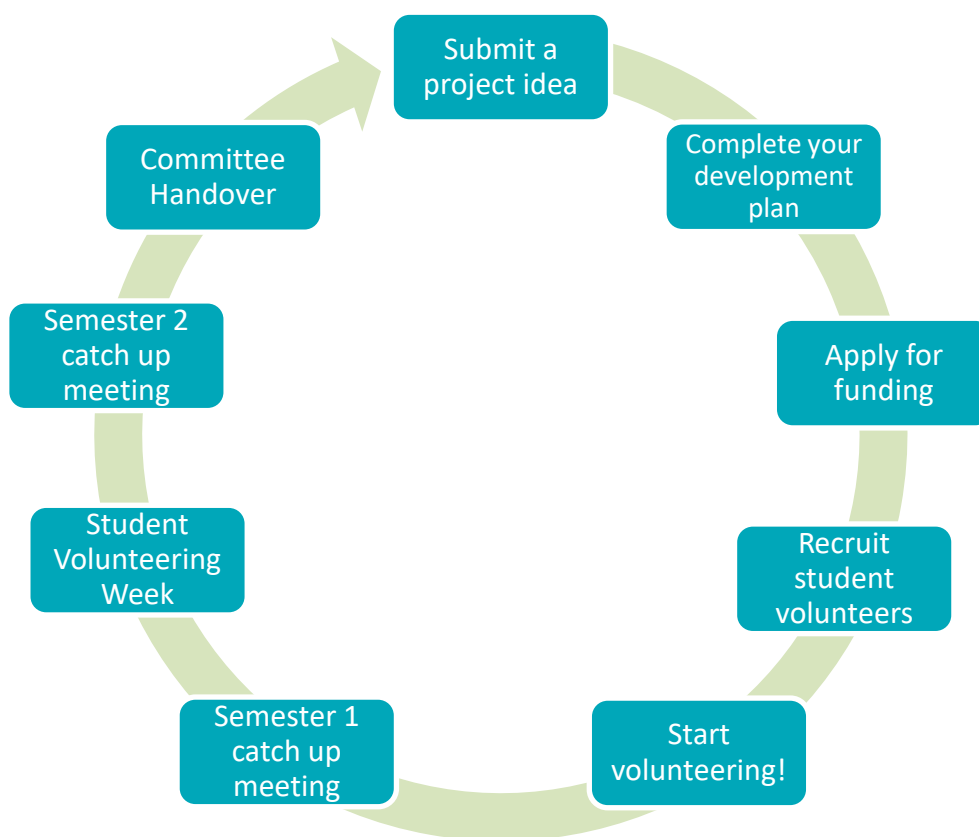


Growing produce for a local homeless charity



Gardening at Broomfield Hospital

5 Project Annual Cycle



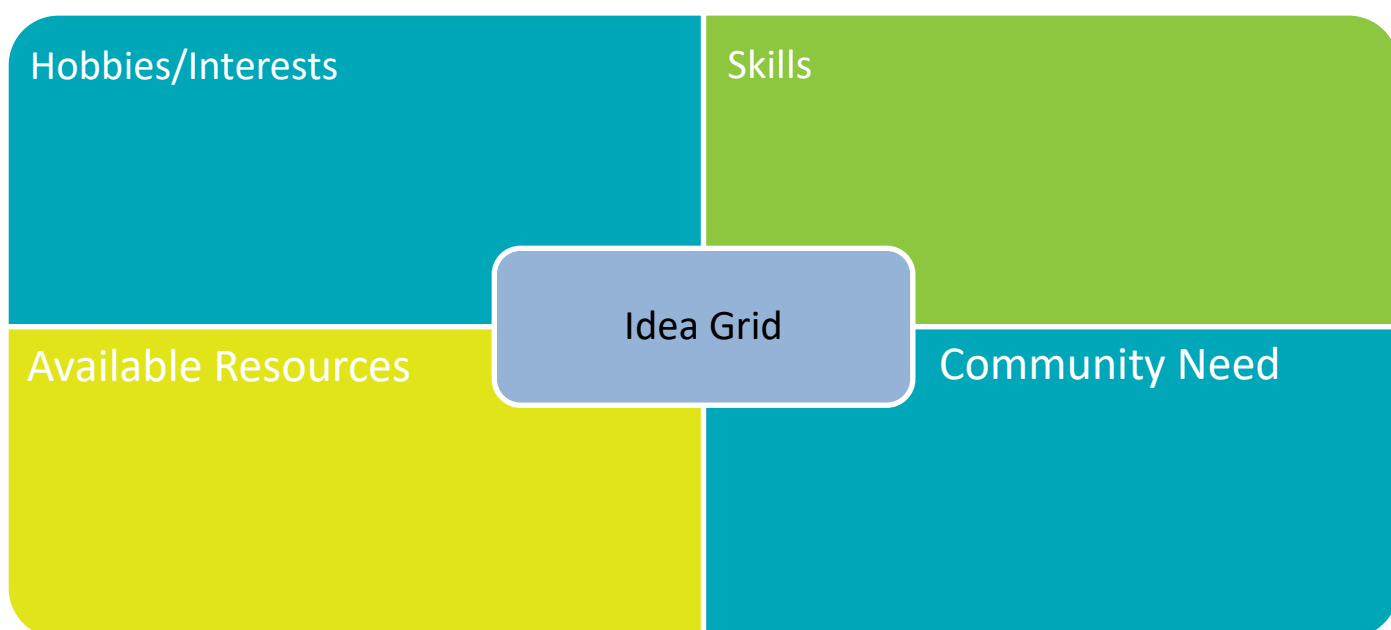
1. **Submit your project idea** - Either submit your project idea online or meet with a Volunteer Coordinator to discuss an initial idea.
2. **Complete your development plan** - The development plan allows you to structure your project effectively so that you can plan in manageable steps.
3. **Apply for funding** - Once your development plan has been signed off by a Volunteer Coordinator, you can apply for a small amount of funding to help your project.
4. **Recruit student volunteers** - Your project will get its own webpage where you can promote your project to other students. Encourage as many ARU students to sign up as members to your project so that you can achieve an even greater impact to your community.
5. **Start your volunteering!** - Now that your planning is complete and you have a group of dedicated volunteers, start making a difference and get volunteering!
6. **Semester 1 catch up meeting** - During Semester 1 the Volunteer Centre will set up a meeting with your committee to check in with how your project is going and to hear all about your volunteering success. Your Volunteer Coordinator will help you solve any issues and help you further develop your project.
7. **Student Volunteering Week** - In February we celebrate Student Volunteering Week. This is your chance to show off your project, make an even bigger difference and recruit more student volunteers.
8. **Semester 2 catch up** - During Semester 2 we will meet with you again to check in with you and your project.
9. **Committee Handover** - At the end of the academic year, your members will democratically elect their new student committee to run the project during the next academic year.

6 Creating a Volunteer Project Idea

In many cases a student wishing to set up a volunteer project will have a general idea of what their project will do and how it will benefit others. If you have an initial idea or not, mapping your ideas is a rewarding and beneficial exercise to conduct. To ensure you keep up your motivation to volunteer, it is important that your project is one you are passionate about fulfilling.

To create an initial idea, please follow these steps:

1. Set up a grid like the one shown below:



2. List the following in each of the 4 sections:

Hobbies / Interests – What do you enjoy doing? What are you passionate about?

Skills – What are you good at doing?

Available resources – What current resources do you have access to?

Community Need – What local / national / international cause or community need are you passionate about helping?

3. Compare and contrast the 4 boxes to come up with a project idea:

- How can your hobbies / interests help your community need?
- How can you utilise your skill to help your community need?
- How can your available resources be utilised to help your community need?

6.1 Linking your project to a charity or organisation

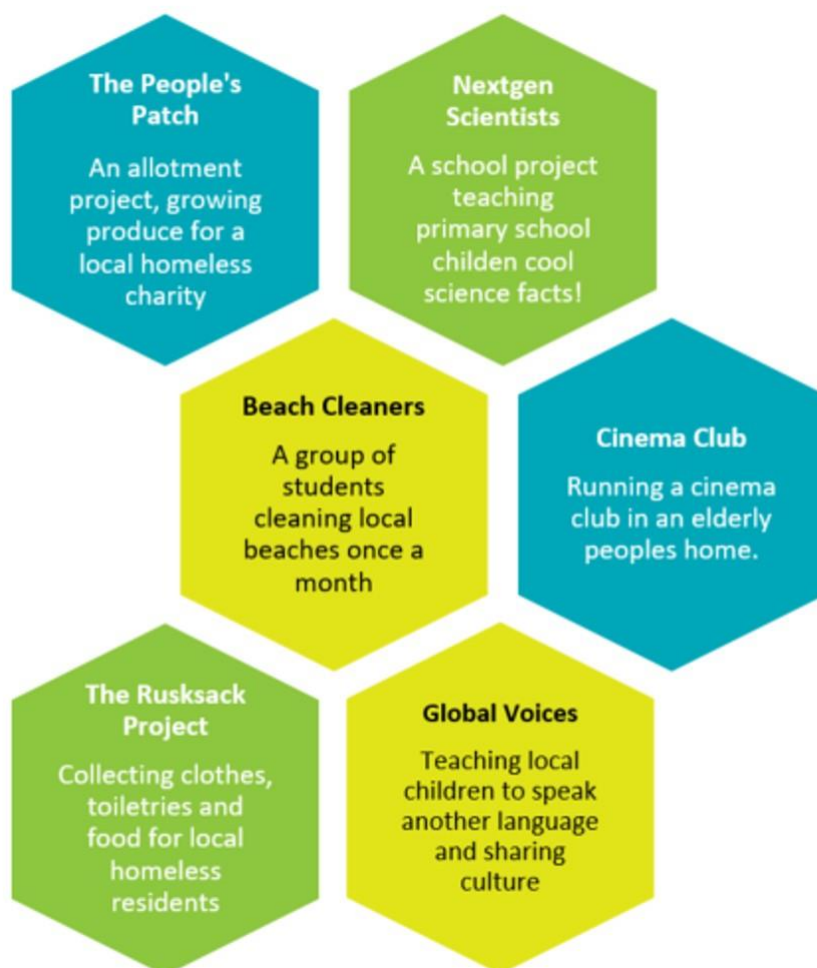
One aim of a volunteer project is to identify a local community need that is not currently met. However, creating a new project from scratch is not always the most effective method of creating sustainable change. If you are passionate about a cause and another organisation or group is already helping the issue, why not join them?!

Creating a volunteer project around an existing volunteer role is a great way to ensure that your impact will be fully supported, more manageable and creating real difference to the lives of others.

If you find a volunteer role you are passionate about and would like to encourage other students to get involved, please speak with a Volunteer Coordinator to discuss how you can partner with an organisation or charity.

6.2 Projects ideas

Still stuck for ideas? Here are a few student volunteer projects from around the UK:



7 Project Committee and members

7.1 Project Committee

The key to any successful project is a well organised committee. This forms the foundation for you to meet the vision and aims of the project and provide a safe and enjoyable experience for your members.

A committee role will give you the opportunity to gain and utilise a variety of skills including; leadership and management, communication, organisation and administration. It will reflect brilliantly on any CV or job application and will allow you to take the helm of a project that could make a huge difference to a community in need.

Below is a guide to the responsibilities of a project leader. Please note that every project must have an assigned Project Leader as a minimum and the role descriptions are a guide only.

7.1.1 Project Leader(s):

Role Description

- Completing the Project Development Plan
- Recruiting student volunteers
- Informing volunteers about DBS checks/training/logistics
- Leading your committee and organising committee meetings
- Supporting volunteers throughout the project
- Evaluating the effectiveness/impact of the project throughout the year
- Attending Volunteer Centre meetings and catch-ups
- Applying for funding
- Completing Risk Assessments
- Site visits
- Communicating with volunteers/organisations/beneficiaries and all parties involved
- Running an end of year AGM, conducting a handover with your members and effectively handing the role over to your new committee at the end of your studies at ARU or when you can no longer continue in post

7.1.2 Other appropriate/relevant role(s):

As a project leader you can recruit a number of different committee members to help you manage different areas of your project responsibilities. Recruiting a committee will help you plan more effectively, provide responsibility and development opportunities to others and will help you formulate new ideas and strategies.

The amount of committee members you recruit is up to you. Every project is different and will require support in different areas. Here are some other committee roles you may wish to consider:

- Administrator
- Health and Safety Coordinator
- Equal Opportunities Coordinator
- Social Secretary
- Finance Coordinator
- Communications / marketing officer

7.2 Terms of Affiliation

The Students' Union has developed Terms of Affiliation to help Volunteer Project committee members to understand what is expected of them and what they can expect from the Students' Union.

All project committee members will be asked to read and sign the Terms of Affiliation at the start of each year.

[Please read through the Terms of Affiliation here.](#)

7.3 Committee training and support

The Volunteer Centre are committed to training and supporting our next generation of leaders, that's you! Throughout your time as a volunteer project committee member, you can access a host of training and support to help you develop your own personal skills and the development of your project. The training and support available includes:

- Skills Workshops
- Level 2 First Aid training
- Midas minibus training
- One-to-one support
- Development Meetings

For more information on these opportunities, please speak with your Volunteer Coordinator.

7.4 Committee Hub

The Committee Hub is where you can find resources and important forms referenced in this handbook, to help you run your project. To access the hub please head to the [Volunteering Projects webpage](#).

7.5 Project Members

Your project cannot run with just a committee! To maximise the impact your project has, you will need to recruit student volunteers:

Role Description

- Carry out the physical aspect of the project
- Attend team meetings when required
- To take self-responsibility for carrying out the role
- Supporting other volunteers and anyone your project is supporting
- To take self-responsibility for obeying health and safety guidelines and carrying out the role safely.

Every student who volunteers with your project (including the committee) must be a member of your project. All project memberships are free of charge and can be purchased on your project page, through the SU App or at the SU reception.

7.6 Recruiting student volunteers

Recruiting volunteers is often the most challenging part of running a project. Ensuring that your project is visible, well organised and has a strong core vision is vital in recruiting and retaining volunteers. Here are a few tips to recruiting volunteers:

Spread the word - There is no better way of recruiting student volunteers than simply spreading the word! Let your house mates, course mates, fellow society members and University friends know how great your project is and get them involved. Once you tell one person, they will tell everyone else!

Create posters and flyers - An eye-catching poster or flyer will stop students in their path. Posters can be put up around campus on the designated noticeboards and flyers can be handed out at various events. Please ensure you are obeying the guidelines set out in section 10.3.

Run a stall on campus - Creating a presence on campus will make your project shine bright and far. Simply book a stall and let all passers-by know about your awesome project! To book a stall, please follow the procedure as stated section 9.1.

Share your events on the events calendar - If you have an event coming up, why not share it with everyone? Setting up an event on your project page is also displayed on the Union's events page, promoting to the whole student population. To create an event, please see the ['How to manage your project webpage'](#) guide.

Write a blog or news article - Promote your project or an upcoming event by writing a blog or news article. Simply submit it to your Volunteer Coordinator for approval and we will publish it on the Students' Union website and social media.

Come to a Volunteer Fair and engage in Student Volunteering Week - The Volunteer Centre will run various volunteer fairs throughout the academic year. If you would like to attend, simply respond to our invitation.

In February every year, we celebrate Student Volunteering Week. Want to run an event? Just let us know!



7.7 Logging your volunteering hours and skills

Logging your volunteering hours and skills is a fantastic way to keep track of the volunteering hours you complete and recording all the skills you have used and learnt whilst volunteering. Not only can you and your members log your volunteering activities, you can also log all your hours and skills for all the responsibilities you have as a committee member.

Logging your hours and skills can contribute towards:

Volunteering Awards:



Community Volunteer of the Month Award:



Skills Transcript:

Your Skills Transcript is a record of your volunteering hours, award and skills, perfect for helping to write your CV, future job applications and helps you prepare for future job interviews!

For more information about all of our awards and recognition schemes, please visit the [Rewards and Recognition](#) page.

8 Project Identity

Creating your own volunteer project means that you can take ownership over it, personalise it and really make it your own. Find out how you can make your project create a strong identity:

8.1 Creating a Project Name

The name of your project is the start of creating your project identity. A project name should clearly identify the purpose of the project and be unique. Here are a few tips to creating your project name:

- Mind-map words associated with the activity of your project
- Mind-map words associated with the group of people / environment you are looking to help

- Group together different words to create unique word combinations!

8.2 Creating your project logo

A logo can provide your project with a real identity that students can associate themselves with and build pride within. You can design the logo yourself or ask someone with some creative flare to help! The Graphic Design Society at ARU also help student groups create logos, just get in contact to enquire.

Your logo will be displayed on your project webpage and any promotional material you may create.

8.3 Creating your project webpage

Your project webpage is the hub of your project. It is where you can shout about all the amazing things your project is doing, share events and where students can become project members.

To find out more about your project webpage, please read the [‘How to manage a project webpage’](#) guide on the Committee Hub.

9 Running an event on campus

You may decide to run an event on campus to promote your project, conduct a meeting or even run a small scale volunteer project on campus. Here are some tools to help you organise your event:

9.1 Booking a Stall

To book a stall on the university campus, please complete the [Book a Stall](#) form.

9.2 Booking a Room

To book a room within the university for events or meetings, please complete the [Book a Room](#) form.

9.3 Guest Speaker Form

If your project is looking to bring an external speaker onto campus, either for a presentation or to conduct training, you must complete a [Guest Speaker Form](#). Failure to complete a Guest Speaker Form will mean your event will not be able to take place. This form is required to be submitted at least **4 weeks in advance of the event**.

For more information, please read the [Guest Speaker Policy](#).

If you are planning for an external speaker to come to campus, please inform your Volunteer Coordinator in the first instance.

9.4 Risk Assessments

All events and activities must be risk assessed before being allowed to be take place. Please refer to the [Risk Assessment Guide](#) for more information.

10 Communication and Marketing

Communicating effectively with your committee and members is vitally important to the success of your project. A disorganised project will not be able to complete its aims. Although your project page will advertise events and enables you to message your members, you may choose another method of internal communication to further organise your project. You may also wish to promote your volunteer project in other forums to shout about all the fantastic work you are doing to the world.

Here are some social media account you may decide to utilise:



Facebook is a great way to easily communicate with your members and your committee. Update them on upcoming events, discuss ideas and share photo and stories. Setting up your page is quick and simple.



Sharing your events and successes with the world is easy through twitter and you can reach vast amounts of audiences. Follow relevant people and organisations to keep up to date on all the latest news.



Share your photos and stories on Instagram and gain inspiration through likeminded pages.

Before setting up any social media accounts, please read the following guidance:

10.1 Emailing

Please note: Emailing your members should be administered through the admin section of your project page, to ensure all members receive regular emails.

- E-mail has the same legal status as other forms of written communication and is subject to the same laws, regulations and rules e.g. harassment, racial or sexual abuse, discrimination, libel, breach of copyright, infringement of data protection, defamation, inadvertent contracts, accidental breaches of confidence, etc.
- Bullying, intimidation, offensive or discriminatory content will not be tolerated.
- If you consider an email message that you have received to be threatening, intimidating, discriminatory or bullying then you should seek guidance from your Volunteer Coordinator in the first instance.
- The email system must not be regarded as a means of long-term storage of information. Please use email folders sensibly and ensure these are cleared regularly to avoid unnecessary use of disk space. It is recommended that e-mail is cleared at least once every three months.
- If you consider an email to be suspicious do not open it and contact I.T. support at the university immediately.

10.2 Social Media

10.2.1 Project Social Media Accounts

- All project social media accounts should be open groups for any to join.
- Accounts should allow access to all SU Accounts, including the Union or Executive Officer accounts, so that information may be shared.

10.2.2 Personal and Group Responsibilities on Social Media

As a Committee member for your project (and also as an individual student) you must be aware of how easily you can get yourself and your group into trouble by posting something onto a social media page.

Derogatory comments about the University, staff, other students or members of the public, made on social media can easily lead to you facing disciplinary proceedings, or if you are training on a professional course it could lead to you being assessed to see if you are fit to practice as a member of that profession; which ultimately means you could be discontinued from your course.

The Terms of Affiliation for Students which you must abide by makes clear that you will be in breach of the Rules and Regulations if you do anything which damages the University name or damages its reputation.

Every year we see students who have got themselves into situations because they did not realise that there is no such thing as a true privacy setting on social media. As soon as you post anything and someone on your friends list “likes” it, it is then seen by outsiders to your list and can go viral.

This does not mean that you cannot raise concerns, but you are expected to raise any issues you may have in an appropriate way – this does NOT mean by posting it on Facebook or tweeting about the problem. The University expects you to talk to them if there are problems so they have a chance to put things right. We can help you do this through our Representation structure.

If you are unsure about how to approach a problem on behalf of your project please come and talk to a member of the Student Activities or Volunteer Centre team in the Students’ Union office. If you have an individual or personal issue, then please contact a member of the Students’ Union Advice Team, who can provide you with independent and confidential advice.

We can help you to deal with the problem and get it resolved. If you do get yourself or your project into trouble, then tell us, so we can make sure it does not get worse! Possible Scenarios Include:

- Comments regarding other teams or about competitions
- Comments regarding unsafe facilities
- Personal abuse
- Discriminatory comments
- Offensive language and/or images
- Unprofessional behaviour of members of your club/society
- Bullying

10.2.3 Social Media Guide

Please note that setting up a social media account comes with many risks. Before you set up your page, please read through the [Social Media Guide](#).

10.2.4 Defamation Guidelines

There are two versions of defamation, libel and slander. Libel is when the defamation is written down (including email, bulletin boards, websites and Facebook), and slander is when the incident relates to words spoken. In short, **Libel is the written word. Slander is spoken.**

In the UK, if someone thinks that what you wrote about them is either defamatory or damaging, the onus will be entirely on you to prove that your comments are true in court. It is not for the judge or jury to decide how damaged the person is - they just have to confirm that such accusations are false and damaging. Then the judge and/or jury decide on monetary damages.

These damages are weighed up using a number of methods. How widespread was the news released? If it was plastered all over the UK's biggest newspaper, then it would be more damaging than if the story ran on page 13 of the Cambridge News or on a rarely visited website. However, if specific key people had seen the allegations then that can be different.

It's not just the person making the allegations who can fall foul of the libel laws. If your offending article about a person was published in Magazine X, you could be sued. Magazine X can be sued. The people who drove Magazine X from their depot to the newsstands can be sued (the distributors). The retailers can also be sued. Anyone who repeats allegations can also be sued. This is important. Seeing something written somewhere else doesn't mean it is true. Repeating allegations without making sure they are true is a very good way to get yourself knee deep in litigation. For example, say you wrote an email to the top managers and governors of the University about a member of staff and, that email is leaked to Magazine X who print it without making sure it is true. Although the email's already been sent and read by all, by repeating the allegation they too are committing the same libel. Repetition is no defence.

To protect yourself is easy; don't make anything up. Check sources. Check again. If in ANY doubt, don't use it.

On the internet the rules are exactly the same. There are no special internet defences. The only advantage is that web sites tend to have a smaller number of users, (so less people see it hence it's less defamatory) and allegations can be removed promptly on protest from a defamed party. On the web, the writer, the web site owner and the ISP can all be sued just like the writer, the magazine and the distributor in the print field. A link could also be potentially defamatory if you are linking to defamatory material.

10.3 Posters and Flyers

Whether you produce publicity to advertise your project or to advertise a specific event there are a few things you should consider;

- All publicity material must be submitted to the Students' Union for approval before it can be put up.
- Every poster must be stamped by the Students' Union Office or have the Students' Union logo on it. If these things are vacant they will be taken down by cleaners. [Please find logos here.](#)
- All posters must have the recycling logo on. [Please find logos here.](#)
- Posters can't be randomly placed around campus; they must be on student to student notice boards only.
- You are responsible for removing posters when your event has finished.
- Flyers cannot just be left lying around; they need to be given to people directly or you must seek permission from individual departments if you want to leave some on tables. You may not flyer halls of residence under any circumstances. (Leaflets must also have the Students' Union logo on them.)
- Under no circumstances may you use the University crest on any promotional materials.

If you require your posters, flyers or promotional material printed, we can do so in house if required. The cost of printing is as follows:

Printing Costs per page	
A4 Black and White	3p
A4 Colour	15p
A3 Black and White	6p
A3 Colour	30p

To get your material printed, please confirm to your Volunteer Coordinator and send them the relevant file, number of copies required and the size and colour of the print. Your printing costs will come through your project fund.

Please allow budget for printing when submitting your budget request.

Want to make your funding stretch further? Squeeze 2 A5 flyers on an A4 print out.

11 Project finance

11.1 Community Project Fund

As an affiliated volunteer project with ARU Students' Union, you can apply for funding to support your project through the **£1000 Community Project Fund**. Funding must be approved through the Volunteer Centre but you can purchase anything you require that will help your project fulfil its aims. Please see the table below for a guide to the funding you can apply for:

	Semester 1	Semester 2
Available funding	£50	£50

Semester 1 – Your project will be granted £50 funding if your project meets the minimum project criteria

Semester 2 – Your project will be granted a further £50 funding in the following instances:

- You have met the minimum project criteria
- You have attending your Semester 1 catch up meeting
- Your project has proven that it is fulfilling its aims
- You are starting a new project

11.1.1 Applying for finance

To apply for the Community Project Fund, please complete a [Finance Request Form](#). Once completed please send it to your Volunteer Coordinator for approval. Once approved, your funding will be confirmed to you.

11.1.2 Purchasing items and claiming expenses

On your Finance Request Form, you will be asked if you wish to purchase the item yourself or if you wish the SU to purchase your item on your behalf. It is recommended that any items £30 or more should be ordered through the SU.

In the case whereby you purchase the item yourself, you can claim this money back through your approved funding.

Please note that any purchases that have not been approved through the SU, or if your purchase is over your approved funding, you will not be able to claim this money back.

To claim back your money, please complete the following forms:

- Petty Cash form (paid in cash, any amounts under £30)

Please bring your completed form to your Volunteer Coordinator, alongside your receipt or invoice.

Any claims without a receipt or invoice will not be accepted.

11.2 Kit and equipment

- The Students' Union owns any equipment purchased with money from the Community Project Fund.
- All Students' Union owned equipment needs to be logged on the inventory held by the Volunteer Centre. This will be audited once a year.

11.2.1 Maintenance of Kit and Equipment

- Any losses or damages should be reported to the Students' Union Volunteer Centre as soon as possible.
- No equipment shall be used beyond the manufacturers recommended lifetime and it should always be maintained in accordance to the written instructions.
- Where specialist equipment is to be used, appropriate training must first be under taken.
- Larger equipment and/or facilities supplied by the University must be erected by a University or qualified staff member. Individuals must adhere to relevant training and safety processes before using the equipment.

- For health and safety reasons equipment can only be used for the purpose of Students' Union project activities. Due to insurance reasons equipment cannot be loaned out for other purposes (i.e. non- Anglia Ruskin representation during the weekend and over the holidays). If unsure about a situation, please refer to your Volunteer Coordinator to make sure all health and safety/insurance rules and regulations are adhered to.

10.2.2 Storage of Equipment

- All kit and equipment must be stored safely and securely. Equipment must be returned to the Students' Union for storage at the end of the academic year.
- Personal equipment cannot be stored on Union or University property.

12 Health and Safety

12.1 Risk Assessments

Ensuring the health and safety of all volunteers is a top priority of ARU Students' Union Volunteer Centre. All potential Health and safety issues need to be addressed by completing an official Risk Assessment form. Each type of activity that forms part of your project (e.g. meetings/events/regular activity sessions) need to be addressed on separate risk assessments. For a guide on completing a risk assessment form, please read the [Risk Assessment and Health and Safety Guide](#).

12.2 Incidents and Accidents

Despite taking all precautions, accidents can still occur. For more information on incidents and accidents and how to report them, please read the [Risk Assessment and Health and Safety Guide](#).

12.3 Insurance

As an affiliated ARU Students' Union Volunteer Project, your members are covered by the Union's Public Liability Insurance. This policy covers you in the event that someone gets injured as a result of the Union's negligence, or the negligence of any persons affiliated to the Union. To make a claim on the policy please enquire with a member of Volunteer Centre Staff.

12.4 DBS Checks

If your project engages with children or vulnerable adults, you may need to be DBS checked to ensure all involved are properly safeguarded. If your project is partnered with a charity or organisation, the DBS check will likely be organised through the organisation.

If this isn't the case, please speak with your Volunteer Coordinator to discuss if a DBS check is required for your project.

13 Electing your new committee

At the end of the academic year, it is a requirement for you to hold an AGM. An AGM is a compulsory democratic process to elect the committee who will run the project in the next academic year. The AGM is also an opportunity to tell all of your members about the achievements of the year, discuss changes and announce the new committee for the next academic year. Your AGM should be held in the month of April.

To arrange and run your AGM meeting please follow these steps:

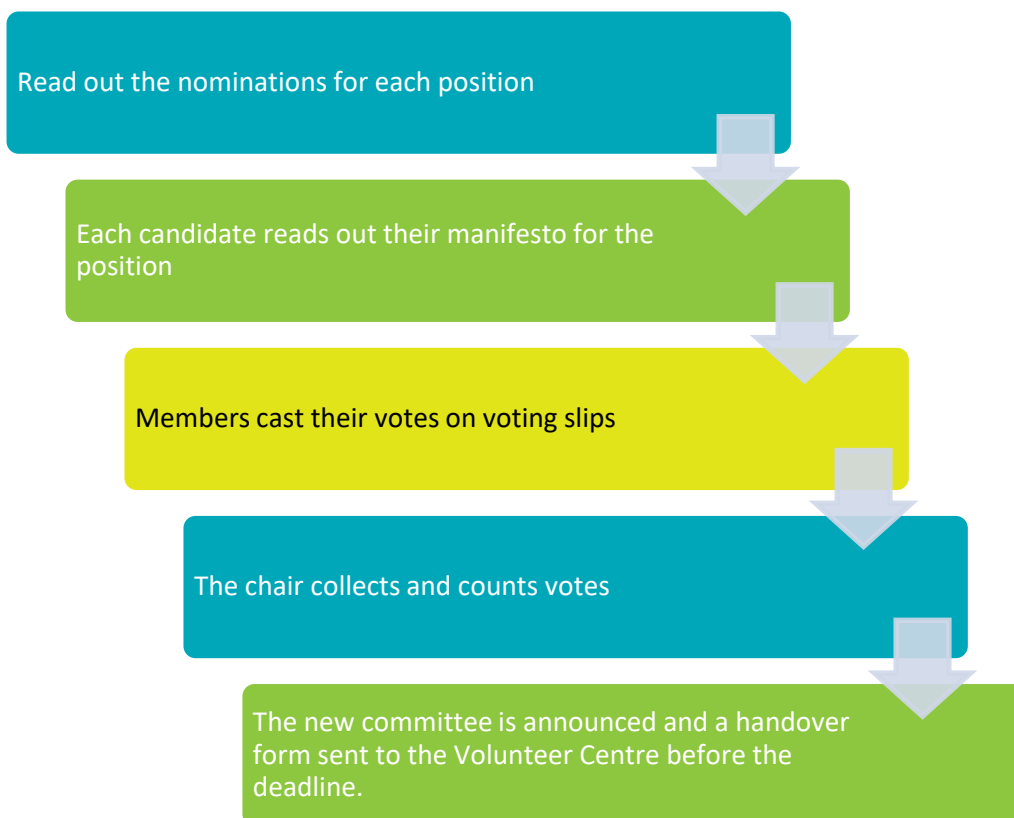


At the meeting

- The Project Leader should chair the meeting unless they are re-running for a position. If the Project Leader is re-running they must nominate another committee member to chair.
- Your project may also ask a member of the Volunteer Centre staff to chair or act as the returning officer of the meeting to ensure a fair and democratic election.
- Make sure that the meeting is quorate (i.e. that there are enough members present to hold a democratic meeting – this is a third of your paid up members).
- The chair should give a brief review of the year to the members.

The Voting Process

A democratic vote must occur in order for your project to be recognised by the Students' Union. Failure to do this may result in your project not being recognised by the Students' Union and no benefits will be given.



The results of the voting at the AGM must be sent to Volunteer Centre before the deadline for handovers to be in.

13.1 Hand Over

After your new committee has been elected, their new positions will become active once your handover form has been submitted and the new committee is confirmed by the Volunteer Centre.

The Hand Over form should be submitted by the new Project Leader. The handover form can be found on the Volunteer Project Committee Hub.

Once the form has been submitted it is important that the out-going committee hands over the project to the incoming committee to ensure the projects smooth and seamless transition. A handover can be conducted in many different ways:

- One-to-one handover meeting

- Shadowing the outgoing committee
- A written handover document
- A meeting with your Volunteer Coordinator

14 Disciplinary Procedure

Anglia Ruskin Students' Union takes its image and reputation and that of the University's, its students and activities extremely seriously. Any member that is involved in an incident that impacts on this will become subject to the disciplinary procedure. This procedure refers to any group activity, including socials that can be classed as organised in that group's name, either at the Union, on University property or off-site at another venue.

If you wish to make a formal complaint, please read through the full procedure on the Committee Hub.

Thank you for helping to create local change and making a difference to the lives of those in the community and your project members. For any further assistance, please pop in to see at the SU. Good luck for your year ahead!