

## **UCT Student Discipline Office Service Charter**

### **We in the Student Discipline Office:**

- a) Are responsible for the administration of the UCT Student Discipline Tribunals;
- b) provide prosecution services for alleged breaches of the University Student Code before the tribunals; and
- c) seek to do this professionally and ethically.

### **We commit to:**

- bringing charges where we believe the evidence is sufficient to secure a finding;
- providing effective and efficient services;
- treating our clients (including staff who report alleged breaches of discipline, students who are alleged to have breached the code of conduct for students and their representatives and parents with courtesy and fairness;
- responding to queries timeously and in a professional manner;
- providing you with information about your rights and how to exercise them;
- providing you with information and documents that the disciplinary jurisdiction and procedures entitle you to have;
- providing you with information on your role in the disciplinary process;
- processing cases fairly and timeously, having regard to the circumstances of each case; and
- maintaining accurate and up-to-date records, including endorsements on the student record.

### **As a student appearing before a tribunal your responsibilities include:**

- treat the tribunal with courtesy and respect;
- be familiar with the Rules on Disciplinary Jurisdiction and Procedures and the Student Code;
- attend hearings punctually and inform us in advance if you are unable to do so due to circumstances beyond your control.

### **Feedback**

We welcome feedback.

Let us know what we are doing right and how our services may be improved.

Your comments and suggestion may be sent to: [Legaloffice@uct.ac.za](mailto:Legaloffice@uct.ac.za)

### **Do you have a complaint?**

If so, see if you can resolve the matter with the staff member you are dealing with.

If you are not satisfied please contact:

### **The Director Legal Services**

Tel: 021 650 5072 Email: [director.legalservices@uct.ac.za](mailto:director.legalservices@uct.ac.za)

If you are still not satisfied you may contact

### **The Registrar**

Tel: 021 650 2115/6 Email: [registrar@uct.ac.za](mailto:registrar@uct.ac.za) or

### **The Ombud**

Tel: 021 650 3665 Email: [Ombud@uct.ac.za](mailto:Ombud@uct.ac.za)