

# LASER Reporting and Complaint Handling Procedure

## 1. Reporting an Incident

Members can report incidents using the **LASER Incident Report Form**. To ensure reports are clear and complete, please provide the details requested within the template.

## 2. Categorising Complaints

Upon receiving a report, the Society President & Vice-President will:

1. **Review the Submission:** Ensure the form is complete. If necessary, request clarification or additional information from the reporter.
2. **Categorise the Incident** based on severity:
  - **Minor Infraction:** Inappropriate comments, breaches of basic society etiquette.
  - **Moderate Infraction:** Repeated minor offences or significant disruption to society activities. (Worth 1 Formal Strike/Warning)
  - **Severe Infraction:** Bullying, harassment, or behaviour that seriously undermines the society. (Worth 2 Formal Strikes/Warnings)

The categorisation will determine the response and any action taken.

## 3. Incident Log

All reports are recorded in a confidential Incident Log, maintained by the Society President. Each entry includes:

- **Reporter's Name** (if disclosed).
- **Perpetrator's Name.**
- **Incident Details:** Time, location, and a description of the incident.
- **Evidence Description:** A summary of any evidence provided.
- **Categorised Severity:** Minor, Moderate, or Severe.
- **Actions Taken:** Details of warnings issued, or further action taken.

## 4. Warning System and Consequences

A three-strike warning system is used to manage disciplinary actions:

- **Strike 1:** A formal warning is issued and logged.
- **Strike 2:** A second warning, with clear notification of potential consequences for further infractions.
- **Strike 3:** Final warning, leading to escalation. The committee will review the case and determine appropriate action within 14 days of the third warning. This ensures that immediate consequences can be enforced if a fourth incident occurs.

After Three Warnings:

1. **Referral to the University:** If necessary, the incident report, evidence, and warnings will be submitted to the university for formal disciplinary action.
  2. **Committee Meeting:** Upon the fourth incident, the consequences may be as follow:
    - **Expulsion:** Permanent removal from the society.
    - **Suspension:** Temporary exclusion for a term or the academic year.
    - **Conditional Re-admittance:** Rejoining the society upon meeting specific requirements (e.g., an apology or completion of reflective activities).
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### **Tracking System:**

A Member Warning Tracker will be maintained, detailing:

- Member Name.
  - Date of Each Warning.
  - Nature of Incidents Leading to Warnings.
  - Total Strikes Issued.
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### **Confidentiality and Transparency:**

- All reports and subsequent actions are handled confidentially by the Society President and Vice-President.
- Members involved will be informed of decisions promptly and fairly.
- Anonymous reports will be accepted but may limit the ability to investigate thoroughly.
- Upon discussion with committee, reports will become anonymous to prevent bias upon consequences.