

UCL Code of Conduct for Visitors

(1) We welcome visitors to UCL, in line with our UCL 2034 Strategy, which commits us to being “An accessible publicly engaged organisation”. We aim to treat visitors with respect at all times, and to help them to access facilities and activities that they are entitled to use. For the benefit of visitors and the staff and student community, we expect our visitors to behave with respect for each other, and members of the UCL community, to uphold the law, and not to do anything which might cause inconvenience or distress to others, or cause damage to property, or make use of UCL facilities in ways that would breach the regulations for their use. For the purposes of this Code the term Visitor means anyone using UCL facilities who is not a member of staff or student, regardless of whether that use of facilities is made on UCL premises or remotely. The remainder of this Code sets out the process for taking action in cases where there are concerns that behaviour of a visitor or visitors is not consistent with the Code.

(2) If a member of UCL staff believes that an individual who is not a member of staff or a student who has the use of or access to any land or building of the University, or of any facilities or services provided by or on behalf of the University has caused or is likely or threatens to cause damage to property or inconvenience or distress to other users, that member of University staff may make a complaint under the provisions of this section.

(3) The complaint shall be made to a decision maker who shall be:

- (a) the relevant Head of Department, or equivalent; or
- (b) the Chief Operating Officer where (a) does not apply.

(4) The decision-maker shall consider the complaint expeditiously and may appoint another suitably qualified person to act in his or her place.

(5) Where the decision-maker (as defined in sub-section (3) above) considers that the conduct of the individual concerned means that there is a significant and imminent risk of damage to property or distress or inconvenience to other users he or she may ban the individual concerned from the use of or access to the land, building, facilities or services for up to 30 days pending proceedings under this section.

(6) The decision-maker shall determine the procedure to be adopted and shall have the power to impose sanctions including, but not limited to, a temporary or permanent ban from the use of or access to the land, building, facilities or services in question.

(7) If the member of University staff making the complaint is the decision-maker, the functions assigned to the decision-maker under sub-sections (4), (5) and (6) shall be performed by that individual's line manager.