5. OUR POLICIES AND PROCEDURES

Current written protocols, policies and procedures for delivering our services and responsibilities

Information for the current and previous three years is available in this class.

### 5.1 Policies and Procedures for Conducting University Business

<table>
<thead>
<tr>
<th>Description</th>
<th>Codes of practice, memoranda of understanding, procedural rules, standing orders and similar information. Procedures for handling requests for information are included.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Format</td>
<td>The information is available electronically through the University of Surrey website</td>
</tr>
<tr>
<td>Charge</td>
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**Information available from documents entitled:**

- **University Policies**  
  [http://www.surrey.ac.uk/policies/](http://www.surrey.ac.uk/policies/)
- **Copyright Policy**  
  [http://www.surrey.ac.uk/policies/copyright_policy.htm](http://www.surrey.ac.uk/policies/copyright_policy.htm)
- **Data Protection Policy**  
  [http://www.surrey.ac.uk/policies/data_protection_policy.htm](http://www.surrey.ac.uk/policies/data_protection_policy.htm)
- **Donations Policy**  
  [http://www.surrey.ac.uk/policies/donations_policy.htm](http://www.surrey.ac.uk/policies/donations_policy.htm)
- **Ethical Conduct Policy**  
  [http://www.surrey.ac.uk/policies/ethical_conduct_policy.htm](http://www.surrey.ac.uk/policies/ethical_conduct_policy.htm)
- **Ethical Investment Policy**  
  [http://www.surrey.ac.uk/policies/ethical_investment_policy.htm](http://www.surrey.ac.uk/policies/ethical_investment_policy.htm)
- **Freedom of Speech Policy**  
- **IT Services Information for Staff**  
  [http://www.surrey.ac.uk/itservices/staff/index.htm](http://www.surrey.ac.uk/itservices/staff/index.htm)
- **IT Services Information for Students**  
  [http://www.surrey.ac.uk/currentstudents/it/](http://www.surrey.ac.uk/currentstudents/it/)
- **Public Interest Disclosure (whistleblowing) Policy**  
  [http://www.surrey.ac.uk/policies/public_interest_disclosure_whistleblowing_policy.htm](http://www.surrey.ac.uk/policies/public_interest_disclosure_whistleblowing_policy.htm)
- **Requests for information under the Freedom of Information Act**  
  [http://www.surrey.ac.uk/information-management/foi/index.htm](http://www.surrey.ac.uk/information-management/foi/index.htm)
- **Statutes of the University**  
  [http://www.surrey.ac.uk/about/governance/statutes/](http://www.surrey.ac.uk/about/governance/statutes/)
## 5.2 Procedures and Policies relating to Academic Services

**Description**
Some of these policies may already be covered in class 2 “What our priorities are and how we are doing” in the context of external review and academic quality and standards. Additional policies under this heading may include such matters as policies and procedures relating to honorary degrees, procedures for changing course, regulations and policy on student assessment, appeal procedures and policy on breach of assessment regulations.

**Format**
The information is available electronically through the University of Surrey website.

**Charge**
None

**Information available from documents entitled:**
- **Academic Appeals**
  - [http://www.surrey.ac.uk/learningandteaching/regulations/](http://www.surrey.ac.uk/learningandteaching/regulations/)

- **Academic Assessment**

- **Academic Complaints**
  - [http://www.surrey.ac.uk/learningandteaching/regulations/](http://www.surrey.ac.uk/learningandteaching/regulations/)

## 5.3 Procedures and Policies relating to Student Services

**Description**
Policies and procedures relating to student admission and registration, accommodation, management of the student records system, assessment of external qualifications, internal student complaints and appeals and student discipline.

**Format**
The information is available electronically through the University of Surrey website.

**Charge**
None

**Information available from documents entitled:**
- **Information for Students**
  - [http://www.surrey.ac.uk/currentstudents/](http://www.surrey.ac.uk/currentstudents/)

- **General Regulations**
  - [http://www.surrey.ac.uk/quality_enhancement/regulations/index.htm](http://www.surrey.ac.uk/quality_enhancement/regulations/index.htm)

- **Information for Students with Disabilities**
  - [http://www.surrey.ac.uk/currentstudents/study/als](http://www.surrey.ac.uk/currentstudents/study/als)

- **Student Records and Data**
  - [http://www.surrey.ac.uk/registry/resources/records/index.htm](http://www.surrey.ac.uk/registry/resources/records/index.htm)

- **Undergraduate and Postgraduate Financial Support**
  - [http://www.surrey.ac.uk/currentstudents/money/index.htm](http://www.surrey.ac.uk/currentstudents/money/index.htm)

- **Assessments and Awards**
  - [http://www.surrey.ac.uk/registry/resources/assessment/](http://www.surrey.ac.uk/registry/resources/assessment/)

- **Student Fee and Debt Management Policy**
  - [http://www.surrey.ac.uk/policies/student_fee_debt_management_policy.htm](http://www.surrey.ac.uk/policies/student_fee_debt_management_policy.htm)

- **Degree Ceremonies**
  - [http://www.surrey.ac.uk/currentstudents/study/graduation/index.htm](http://www.surrey.ac.uk/currentstudents/study/graduation/index.htm)

- **Professional Training**
  - [http://www.surrey.ac.uk/discover/professional-training](http://www.surrey.ac.uk/discover/professional-training)

- **Academic, Student, Governance Regulations**
  - [http://www.surrey.ac.uk/quality_enhancement/regulations/index.htm](http://www.surrey.ac.uk/quality_enhancement/regulations/index.htm)

- **Student Disciplinary Procedures**
  - [http://www.surrey.ac.uk/registry/resources/oscar/index.htm](http://www.surrey.ac.uk/registry/resources/oscar/index.htm)

- **Complaints Procedure**
  - [http://www.surrey.ac.uk/quality_enhancement/regulations/2014_15/index.htm](http://www.surrey.ac.uk/quality_enhancement/regulations/2014_15/index.htm)
| University and Private Accommodation | http://www.surrey.ac.uk/accommodation/applicants/students/index.htm |
| Residents Guide | http://www.surrey.ac.uk/accommodation/applicants/students/index.htm |
| Accommodation for disabled students | http://www.surrey.ac.uk/accommodation/applicants/welfare/index.htm |
| Conditions of Residence | http://www.surrey.ac.uk/accommodation/applicants/students/index.htm |
| Accommodation Forms and Documents | http://www.surrey.ac.uk/accommodation/documentfinder/index.htm |
| Hospitality and Catering Sustainability Policy | http://www.surrey.ac.uk/policies/hospitality_catering_sustainability_policy.htm |
| English Language Support (Language Centre) | http://www.surrey.ac.uk/englishandlanguages/study/ |
| Additional Learning Support (ALS): confidential information and advice service for dyslexic and disabled students | http://www.surrey.ac.uk/currentstudents/study/als |
| Document Delivery Policy and Charges for Distance Learning Students | http://www.surrey.ac.uk/library/using/distanceandplacement/ |
| Centre for Wellbeing | http://www.surrey.ac.uk/currentstudents/health |
| Student Health Centre | http://www.surrey.ac.uk/currentstudents/health |
| Advice and Information | http://www.surrey.ac.uk/currentstudents/ |
| Student Life Mentoring | http://www.surrey.ac.uk/currentstudents/accommodation/mentoring/ |
| Careers | http://www.surrey.ac.uk/careers/ |
| Careers Service Statement of Service | http://www.surrey.ac.uk/careers/about/statement/index.htm |
| Faith & Spirituality | http://www.surrey.ac.uk/currentstudents/faith/ |
| Procedures and Policies relating to student access to IT services | http://www.surrey.ac.uk/currentstudents/it/ |
| University Library and Learning Support Services | http://www.surrey.ac.uk/learningandteaching/student/index.htm |
| Library Regulations and Policies | http://www.surrey.ac.uk/library/using/regulations/ |
| Security Services | http://www.surrey.ac.uk/security/ |
| Surrey Sports Park | http://www.surreysportspark.co.uk/ |
5.4 Procedures and Policies relating to Human Resources

**Description**
This includes the full range of human resources policies and procedures such as generic terms and conditions of employment, collective bargaining and consultation with trade unions, grievance, disciplinary, harassment and bullying, public interest disclosure, staff development (such as induction, probation, appraisal, promotions)

**Format**
The information is available electronically through the University of Surrey website

**Charge**
None

**Information available from documents entitled:**

<table>
<thead>
<tr>
<th>Policy</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adoption Leave</td>
<td><a href="http://www.surrey.ac.uk/policies/adoption_leave.htm">http://www.surrey.ac.uk/policies/adoption_leave.htm</a></td>
</tr>
<tr>
<td>Alcohol Policy</td>
<td><a href="http://www.surrey.ac.uk/policies/alcohol_policy.htm">http://www.surrey.ac.uk/policies/alcohol_policy.htm</a></td>
</tr>
<tr>
<td>Associate Staff Handbook</td>
<td><a href="http://www.surrey.ac.uk/policies/associate_staff_handbook.htm">http://www.surrey.ac.uk/policies/associate_staff_handbook.htm</a></td>
</tr>
<tr>
<td>Capability Policy</td>
<td><a href="http://www.surrey.ac.uk/policies/capability_policy.htm">http://www.surrey.ac.uk/policies/capability_policy.htm</a></td>
</tr>
<tr>
<td>Data Protection Policy</td>
<td><a href="http://www.surrey.ac.uk/policies/data_protection_policy.htm">http://www.surrey.ac.uk/policies/data_protection_policy.htm</a></td>
</tr>
<tr>
<td>Disciplinary Policy</td>
<td><a href="http://www.surrey.ac.uk/policies/disciplinary_policy.htm">http://www.surrey.ac.uk/policies/disciplinary_policy.htm</a></td>
</tr>
<tr>
<td>Dismissal</td>
<td><a href="http://www.surrey.ac.uk/policies/dismissal.htm">http://www.surrey.ac.uk/policies/dismissal.htm</a></td>
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<tr>
<td>Employing Children</td>
<td><a href="http://www.surrey.ac.uk/policies/employing_children.htm">http://www.surrey.ac.uk/policies/employing_children.htm</a></td>
</tr>
<tr>
<td>Email Policy</td>
<td><a href="http://www.surrey.ac.uk/policies/email_policy.htm">http://www.surrey.ac.uk/policies/email_policy.htm</a></td>
</tr>
<tr>
<td>Gender Equality Scheme</td>
<td><a href="http://www.surrey.ac.uk/policies/gender_equality_scheme.htm">http://www.surrey.ac.uk/policies/gender_equality_scheme.htm</a></td>
</tr>
<tr>
<td>Guidelines for Academic Staff on Probation</td>
<td><a href="http://www.surrey.ac.uk/policies/guidelines_for_academic_staff_on_probation.htm">http://www.surrey.ac.uk/policies/guidelines_for_academic_staff_on_probation.htm</a></td>
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<tr>
<td>Grievance Policy</td>
<td><a href="http://www.surrey.ac.uk/policies/grievance_policy.htm">http://www.surrey.ac.uk/policies/grievance_policy.htm</a></td>
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<tr>
<td>H.I.V./A.I.D.S. Policy</td>
<td><a href="http://www.surrey.ac.uk/policies/hiv_aids_policy.htm">http://www.surrey.ac.uk/policies/hiv_aids_policy.htm</a></td>
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<tr>
<td>Intellectual Property Code(including Patents)</td>
<td><a href="http://www.surrey.ac.uk/policies/intellectual_property_code_including_patents.htm">http://www.surrey.ac.uk/policies/intellectual_property_code_including_patents.htm</a></td>
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<tr>
<td>Leave Policy</td>
<td><a href="http://www.surrey.ac.uk/policies/leave_policy.htm">http://www.surrey.ac.uk/policies/leave_policy.htm</a></td>
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<tr>
<td>Long Service Awards</td>
<td><a href="http://www.surrey.ac.uk/policies/long_service_awards.htm">http://www.surrey.ac.uk/policies/long_service_awards.htm</a></td>
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<tr>
<td>Maternity Policy(revised)</td>
<td><a href="http://www.surrey.ac.uk/policies/maternity_policy_revised.htm">http://www.surrey.ac.uk/policies/maternity_policy_revised.htm</a></td>
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<tr>
<td>Outplacement Support</td>
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<tr>
<td>Overtime Policy</td>
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<tr>
<td>Parental Leave(revised)</td>
<td><a href="http://www.surrey.ac.uk/policies/parental_leave_revised.htm">http://www.surrey.ac.uk/policies/parental_leave_revised.htm</a></td>
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<td>Paternity Leave</td>
<td><a href="http://www.surrey.ac.uk/policies/paternity_policy_revised.htm">http://www.surrey.ac.uk/policies/paternity_policy_revised.htm</a></td>
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<td>Policy(revised)</td>
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<td>--------------------------------------------------------</td>
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<td>Performance Related Pay Award Policy</td>
<td><a href="http://www.surrey.ac.uk/policies/probation_assessment_review_procedure.htm">http://www.surrey.ac.uk/policies/probation_assessment_review_procedure.htm</a></td>
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<td>Probation Assessment Review Procedure</td>
<td><a href="http://www.surrey.ac.uk/policies/procedure_for_rip_announcement_obituaries.htm">http://www.surrey.ac.uk/policies/procedure_for_rip_announcement_obituaries.htm</a></td>
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<td>Procedure for RIP Announcement/Obituaries</td>
<td><a href="http://www.surrey.ac.uk/policies/theProcurement_and_management_of_temporary_workers_policy.htm">http://www.surrey.ac.uk/policies/theProcurement_and_management_of_temporary_workers_policy.htm</a></td>
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<td>Procurement and Management of Temporary Workers Policy</td>
<td><a href="http://www.surrey.ac.uk/policies/promotion_procedures_for_academic_staff.htm">http://www.surrey.ac.uk/policies/promotion_procedures_for_academic_staff.htm</a></td>
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<tr>
<td>Promotion Procedures Academic Staff</td>
<td><a href="http://www.surrey.ac.uk/policies/public_holiday_entitlement_part_time_staff.htm">http://www.surrey.ac.uk/policies/public_holiday_entitlement_part_time_staff.htm</a></td>
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<tr>
<td>Recruitment Code of Practice</td>
<td><a href="http://www.surrey.ac.uk/policies/relocation_assistance_policy.htm">http://www.surrey.ac.uk/policies/relocation_assistance_policy.htm</a></td>
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<td>Relocation Assistance Scheme</td>
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<td>Remote Working Policy</td>
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<tr>
<td>Sabbatical Leave Procedures</td>
<td><a href="http://www.surrey.ac.uk/policies/sabbatical_leave_procedures.htm">http://www.surrey.ac.uk/policies/sabbatical_leave_procedures.htm</a></td>
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<tr>
<td>Shared Parental Leave</td>
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<td>Sickness Absence Policy</td>
<td><a href="http://www.surrey.ac.uk/policies/sickness_absence_policy.htm">http://www.surrey.ac.uk/policies/sickness_absence_policy.htm</a></td>
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<tr>
<td>Social Media Policy</td>
<td><a href="http://www.surrey.ac.uk/policies/social_media_policy.htm">http://www.surrey.ac.uk/policies/social_media_policy.htm</a></td>
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<td>Staff Handbook</td>
<td><a href="http://www.surrey.ac.uk/policies/staff_handbook.htm">http://www.surrey.ac.uk/policies/staff_handbook.htm</a></td>
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<td>Stress Policy</td>
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<tr>
<td>Substance Misuse Policy</td>
<td><a href="http://www.surrey.ac.uk/policies/substance_misuse_policy.htm">http://www.surrey.ac.uk/policies/substance_misuse_policy.htm</a></td>
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<td>Superannuation Policy</td>
<td><a href="http://www.surrey.ac.uk/policies/superannuation_policy.htm">http://www.surrey.ac.uk/policies/superannuation_policy.htm</a></td>
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<tr>
<td>Time Off in Lieu (TOIL) Policy</td>
<td><a href="http://www.surrey.ac.uk/policies/time_off_in_lieu_toil_policy.htm">http://www.surrey.ac.uk/policies/time_off_in_lieu_toil_policy.htm</a></td>
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<tr>
<td>Visiting Academic Staff Procedures</td>
<td><a href="http://www.surrey.ac.uk/policies/visiting_academic_staff_procedures.htm">http://www.surrey.ac.uk/policies/visiting_academic_staff_procedures.htm</a></td>
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<tr>
<td>Working Practice-Major Incident/Adverse Weather</td>
<td><a href="http://www.surrey.ac.uk/policies/">http://www.surrey.ac.uk/policies/</a></td>
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<td>Working Time Directive</td>
<td><a href="http://www.surrey.ac.uk/policies/working_time_directive.htm">http://www.surrey.ac.uk/policies/working_time_directive.htm</a></td>
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<td>Writing References</td>
<td><a href="http://www.surrey.ac.uk/policies/writing_references.htm">http://www.surrey.ac.uk/policies/writing_references.htm</a></td>
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### 5.5 Procedures and Policies relating to Recruitment

<table>
<thead>
<tr>
<th>Description</th>
<th>Procedures and Policies relating to Recruitment</th>
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<tr>
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#### Information available from documents entitled:

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<tr>
<th>Interview Expense Claim Guidelines</th>
<th><a href="http://www.surrey.ac.uk/policies/interview_expense_claim_guidelines.htm">http://www.surrey.ac.uk/policies/interview_expense_claim_guidelines.htm</a></th>
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<tbody>
<tr>
<td>Guidance Notes re: Eligibility to Work in the UK</td>
<td><a href="http://www.surrey.ac.uk/policies/eligibility_to_work_in_the_uk.htm">http://www.surrey.ac.uk/policies/eligibility_to_work_in_the_uk.htm</a></td>
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<tr>
<td>Procurement and Management of Temporary Workers Policy</td>
<td><a href="http://www.surrey.ac.uk/policies/">http://www.surrey.ac.uk/policies/</a></td>
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### 5.6 Code of Conduct for Members of Governing Bodies

<table>
<thead>
<tr>
<th>Description</th>
<th>Code of Conduct for Members of Governing Bodies</th>
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<tr>
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#### Information available from documents entitled:

| Statutes | http://www.surrey.ac.uk/about/governance/university-charter-statutes-ordinances |

### 5.7 Equality and Diversity

<table>
<thead>
<tr>
<th>Description</th>
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<tbody>
<tr>
<td>Format</td>
<td>The information is available electronically through the University of Surrey website</td>
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#### Information available from documents entitled:

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<th>Age Discrimination Policy</th>
<th><a href="http://www.surrey.ac.uk/policies/age_discrimination_policy.htm">http://www.surrey.ac.uk/policies/age_discrimination_policy.htm</a></th>
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<td>Dignity at Work and Study Policy</td>
<td><a href="http://www.surrey.ac.uk/policies/dignity_at_work_and_study_policy.htm">http://www.surrey.ac.uk/policies/dignity_at_work_and_study_policy.htm</a></td>
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<tr>
<td>Disability Policy</td>
<td><a href="http://www.surrey.ac.uk/policies/disability_policy_staff_students_visitors.htm">http://www.surrey.ac.uk/policies/disability_policy_staff_students_visitors.htm</a></td>
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<tr>
<td>Flexible Working</td>
<td><a href="http://www.surrey.ac.uk/policies/flexible_working_policy.htm">http://www.surrey.ac.uk/policies/flexible_working_policy.htm</a></td>
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<td>Gender Equality Scheme</td>
<td><a href="http://www.surrey.ac.uk/policies/gender_equality_scheme.htm">http://www.surrey.ac.uk/policies/gender_equality_scheme.htm</a></td>
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<td>Sexual Orientation Policy</td>
<td><a href="http://www.surrey.ac.uk/policies/sexual_orientation_policy.htm">http://www.surrey.ac.uk/policies/sexual_orientation_policy.htm</a></td>
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<tr>
<td>Adoption Leave</td>
<td><a href="http://www.surrey.ac.uk/policies/adoption_leave.htm">http://www.surrey.ac.uk/policies/adoption_leave.htm</a></td>
</tr>
<tr>
<td>Maternity Policy (revised)</td>
<td><a href="http://www.surrey.ac.uk/policies/maternity_policy_revised.htm">http://www.surrey.ac.uk/policies/maternity_policy_revised.htm</a></td>
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</tr>
<tr>
<td>Religious and Non-Religious Belief</td>
<td><a href="http://www.surrey.ac.uk/policies/religious_and_nonreligious_belief.htm">http://www.surrey.ac.uk/policies/religious_and_nonreligious_belief.htm</a></td>
</tr>
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<td>Stress Policy</td>
<td><a href="http://www.surrey.ac.uk/policies/stress_policy.htm">http://www.surrey.ac.uk/policies/stress_policy.htm</a></td>
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<tr>
<td>Working Time Directive</td>
<td><a href="http://www.surrey.ac.uk/policies/working_time_directive.htm">http://www.surrey.ac.uk/policies/working_time_directive.htm</a></td>
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</table>

### 5.8 Health and Safety

**Description**: Health and Safety  
**Format**: The information is available electronically through the University of Surrey website  
**Charge**: None

**Information available from documents entitled:**

- **Asbestos Policy**  
  [http://www.surrey.ac.uk/policies/asbestos_policy.htm](http://www.surrey.ac.uk/policies/asbestos_policy.htm)
- **Biosafety and Biosecurity Policy**  
  [http://www.surrey.ac.uk/policies/biosafety_and_biosecurity_policy.pdf.htm](http://www.surrey.ac.uk/policies/biosafety_and_biosecurity_policy.pdf.htm)
- **Fire Safety Policy**  
  [http://www.surrey.ac.uk/policies/fire_safety_policy.htm](http://www.surrey.ac.uk/policies/fire_safety_policy.htm)
- **Food Safety Policy**  
  [http://www.surrey.ac.uk/policies/food_safety_policy.htm](http://www.surrey.ac.uk/policies/food_safety_policy.htm)
- **Hazardous Working Policy**  
  [http://www.surrey.ac.uk/policies/hazardous_working_policy.htm](http://www.surrey.ac.uk/policies/hazardous_working_policy.htm)
- **Health and Safety Policy**  
  [http://www.surrey.ac.uk/policies/health_safety_policy.htm](http://www.surrey.ac.uk/policies/health_safety_policy.htm)
- **Health and Safety Information for Visitors**  
  [http://www.surrey.ac.uk/visit/health-safety/index.htm](http://www.surrey.ac.uk/visit/health-safety/index.htm)
- **Lasers – Code of Practice**  
  [http://www.surrey.ac.uk/policies/code_of_practice_for_working_safely_with_lasers.htm](http://www.surrey.ac.uk/policies/code_of_practice_for_working_safely_with_lasers.htm)
- **Management of Health and Safety for Work and Services Contractors Policy**  
  [http://www.surrey.ac.uk/policies/](http://www.surrey.ac.uk/policies/)
- **Management of Work Related Stress Policy**  
- **Smoking Policy**  
  [http://www.surrey.ac.uk/policies/smoking_policy.htm](http://www.surrey.ac.uk/policies/smoking_policy.htm)
### 5.9 Estate Management

<table>
<thead>
<tr>
<th>Description</th>
<th>Includes disposals policy, estates strategy and plan, facilities management policies, grounds and building maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Format</td>
<td>The information is available electronically through the University of Surrey website</td>
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<td>Charge</td>
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**Information available from documents entitled:**

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<tr>
<td>Departmental Structure and Contacts</td>
<td><a href="http://www.surrey.ac.uk/estates/about/index.htm">http://www.surrey.ac.uk/estates/about/index.htm</a></td>
</tr>
<tr>
<td>Environmental Policy</td>
<td><a href="http://www.surrey.ac.uk/policies/environmental_policy.htm">http://www.surrey.ac.uk/policies/environmental_policy.htm</a></td>
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<tr>
<td>Sustainable Procurement Policy</td>
<td><a href="http://www.surrey.ac.uk/policies/sustainable_procurement_policy.htm">http://www.surrey.ac.uk/policies/sustainable_procurement_policy.htm</a></td>
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<tr>
<td>Operations and Maintenance</td>
<td><a href="http://www.surrey.ac.uk/estates/maintenance/index.htm">http://www.surrey.ac.uk/estates/maintenance/index.htm</a></td>
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<tr>
<td>Landscape Management</td>
<td><a href="http://www.surrey.ac.uk/estates/landscape/index.htm">http://www.surrey.ac.uk/estates/landscape/index.htm</a></td>
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<td>Space Management Policy</td>
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<td>Projects</td>
<td><a href="http://www.surrey.ac.uk/estates/projects/index.htm">http://www.surrey.ac.uk/estates/projects/index.htm</a></td>
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<tr>
<td>Information for Contractors/Consultants</td>
<td><a href="http://www.surrey.ac.uk/estates/working/index.htm">http://www.surrey.ac.uk/estates/working/index.htm</a></td>
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<tr>
<td>Manor Park Traffic Regulations</td>
<td><a href="http://www.surrey.ac.uk/policies/manor_park_traffic_regulations.htm">http://www.surrey.ac.uk/policies/manor_park_traffic_regulations.htm</a></td>
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<tr>
<td>Stag Hill Traffic Regulations</td>
<td><a href="http://www.surrey.ac.uk/policies/stag_hill_traffic_regulations.htm">http://www.surrey.ac.uk/policies/stag_hill_traffic_regulations.htm</a></td>
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### 5.10 Complaints Policies

<table>
<thead>
<tr>
<th>Description</th>
<th>Includes policies covering requests for information and operating the Publication Scheme</th>
</tr>
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<tbody>
<tr>
<td>Format</td>
<td>The information is available electronically through the University of Surrey website</td>
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<tr>
<td>Charge</td>
<td>None</td>
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</table>

**Information available from documents entitled:**

<p>| Complaints Procedures-Students | <a href="http://www.surrey.ac.uk/registry/how/oscar/index.htm">http://www.surrey.ac.uk/registry/how/oscar/index.htm</a> |</p>
<table>
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<tr>
<th><strong>Publication Scheme</strong></th>
<th><a href="http://www.surrey.ac.uk/information-management/foi/publication_scheme/index.htm">http://www.surrey.ac.uk/information-management/foi/publication_scheme/index.htm</a></th>
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</thead>
<tbody>
<tr>
<td><strong>Requests for Information</strong></td>
<td><a href="http://www.surrey.ac.uk/information-management/foi/Make%20a%20Request/index.htm">http://www.surrey.ac.uk/information-management/foi/Make%20a%20Request/index.htm</a></td>
</tr>
</tbody>
</table>

### 5.11 Records Management and Personal Data Policies

**Description**
Includes information security policies, records retention and archive policies and data protection policies

**Format**
The information is available electronically through the University of Surrey website

**Charge**
None

**Information available from documents entitled:**

<table>
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<tr>
<th>Archive Collection policy</th>
<th><a href="http://www.surrey.ac.uk/policies/archive_collection_policy.htm">http://www.surrey.ac.uk/policies/archive_collection_policy.htm</a></th>
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<tr>
<td>Careers Service Confidentiality and Data Protection Policy</td>
<td><a href="http://www.surrey.ac.uk/careers/about/statement/index.htm">http://www.surrey.ac.uk/careers/about/statement/index.htm</a></td>
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<td>Data Protection Policy</td>
<td><a href="http://www.surrey.ac.uk/policies/data_protection_policy.htm">http://www.surrey.ac.uk/policies/data_protection_policy.htm</a></td>
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<td>Records Management Strategy</td>
<td><a href="http://www.surrey.ac.uk/policies/records_management_strategy.htm">http://www.surrey.ac.uk/policies/records_management_strategy.htm</a></td>
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<td>Information Security Policy</td>
<td><a href="http://www.surrey.ac.uk/policies/information_security_policy.htm">http://www.surrey.ac.uk/policies/information_security_policy.htm</a></td>
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</table>

### 5.12 Research Policy and Strategy

**Description**
Includes policy and procedures relating to intellectual property, ethics committee terms of reference, applications and their approval, strategy and procedures relating to knowledge transfer and enterprise

**Format**
The information is available electronically through the University of Surrey website

**Charge**
None

**Information available from documents entitled:**

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<th>Research Data Management Policy</th>
<th><a href="http://www.surrey.ac.uk/policies/research_data_management_policy.htm">http://www.surrey.ac.uk/policies/research_data_management_policy.htm</a></th>
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<tbody>
<tr>
<td>Code on Good Research Practice</td>
<td><a href="http://www.surrey.ac.uk/policies/code_on_good_research_practice.htm">http://www.surrey.ac.uk/policies/code_on_good_research_practice.htm</a></td>
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<tr>
<td>University Ethics Committees</td>
<td><a href="http://www.surrey.ac.uk/research/integrity/Research%20Ethics/ethics_committees.htm">http://www.surrey.ac.uk/research/integrity/Research%20Ethics/ethics_committees.htm</a></td>
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<td>Research Support Fund</td>
<td><a href="http://www.surrey.ac.uk/research/res/research_support_fund/index.htm">http://www.surrey.ac.uk/research/res/research_support_fund/index.htm</a></td>
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<tr>
<td>Research Directory</td>
<td><a href="http://www.surrey.ac.uk/research/directory/index.htm">http://www.surrey.ac.uk/research/directory/index.htm</a></td>
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<td>Intellectual Property Code(including Patents)</td>
<td><a href="http://www.surrey.ac.uk/policies/intellectual_property_code_including_patents.htm">http://www.surrey.ac.uk/policies/intellectual_property_code_including_patents.htm</a></td>
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</table>
### 5.13 Charging Regimes and Policies

<table>
<thead>
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<th>Description</th>
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<th>Description</th>
<th>Website</th>
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<tr>
<td>Banqueting menus and wine list</td>
<td><a href="http://www.surreyconferences.co.uk/Resources/prices_and_sampleMenus.htm">http://www.surreyconferences.co.uk/Resources/prices_and_sampleMenus.htm</a></td>
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<tr>
<td>Campus Kids Nursery</td>
<td><a href="http://www.kidsunlimited.co.uk/nurseries/campus-kids-guildford/">http://www.kidsunlimited.co.uk/nurseries/campus-kids-guildford/</a></td>
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<tr>
<td>Conference Information</td>
<td><a href="http://www.surreyconferences.co.uk/">http://www.surreyconferences.co.uk/</a></td>
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<tr>
<td>Inter-Library loan charges</td>
<td><a href="http://www.surrey.ac.uk/library/help/faqs/">http://www.surrey.ac.uk/library/help/faqs/</a></td>
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<td>Library Fines</td>
<td><a href="http://www.surrey.ac.uk/library/help/faqs">http://www.surrey.ac.uk/library/help/faqs</a></td>
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<tr>
<td>Meeting Room Tariff</td>
<td><a href="http://www.surreyconferences.co.uk/room/">http://www.surreyconferences.co.uk/room/</a></td>
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<td>National Research Centre for Dance (NRCD) Archive charges</td>
<td><a href="http://www.surrey.ac.uk/library/research/archives/">http://www.surrey.ac.uk/library/research/archives/</a></td>
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<td>National Research Centre for Dance (NRCD) charges</td>
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<tr>
<td>Parking charge – Students</td>
<td><a href="http://www.surrey.ac.uk/currentstudents/campus/transport/parking/index.htm">http://www.surrey.ac.uk/currentstudents/campus/transport/parking/index.htm</a></td>
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<tr>
<td>Postgraduate fees</td>
<td><a href="http://www.surrey.ac.uk/postgraduate/pgt-fees">http://www.surrey.ac.uk/postgraduate/pgt-fees</a></td>
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<td><a href="http://www.surrey.ac.uk/postgraduate/pgr-fees">http://www.surrey.ac.uk/postgraduate/pgr-fees</a></td>
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<tr>
<td>Printing Copying Scanning charges</td>
<td><a href="http://www.surrey.ac.uk/currentstudents/it/printing_copying_scanning/index.htm">http://www.surrey.ac.uk/currentstudents/it/printing_copying_scanning/index.htm</a></td>
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<td>Residence Fee Tariff</td>
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<td>University Archives charges</td>
<td><a href="http://www.surrey.ac.uk/library/research/archives/">http://www.surrey.ac.uk/library/research/archives/</a></td>
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<tr>
<td>Undergraduate fees</td>
<td><a href="http://www.surrey.ac.uk/discover/fees-and-funding">http://www.surrey.ac.uk/discover/fees-and-funding</a></td>
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