



## DISCIPLINARY POLICY

### 1. Introduction

- 1.1 From time to time there will be circumstances when staff behaviour and conduct falls short of standards expected in school. This policy and procedure provides clear guidance on how instances of alleged misconduct will be managed.

### 2. Purpose

- 2.1 The purpose of the policy and procedure is to provide a prompt, fair and consistent method of dealing with any alleged act of misconduct.

### 3. Scope

- 3.1 This policy and procedure applies to all employees who are employed by or under a school Governing Body which has formally adopted this policy and procedure.

### 4. Disciplinary Policy

- 4.1 In many cases the right word, at the right time, conveyed in the right way, may be all that is needed. Such management advice is often a satisfactory method of dealing with a minor breach of discipline or unsatisfactory conduct. Employees should be advised that a further infringement may result in formal disciplinary action being considered. A record should be kept of any such management advice and may be referred to at a later stage to demonstrate that an informal approach was attempted.
- 4.2 No disciplinary sanction should be issued against any employee until the case has been sufficiently investigated, unless the matter is being managed, by agreement, under paragraph 4.7.
- 4.3 Where an employee is unable, or is unwilling, to attend a meeting or hearing, that meeting or hearing may proceed after all factors are taken into consideration. In the case of a Hearing a decision can be made on the basis of evidence available at that time.
- 4.4 At all stages of the formal procedure the employee has the right to request to be accompanied at meetings by an appropriate companion, provided their presence would not prejudice the meeting or otherwise be a clear conflict of interest.

The companion may be:

- a fellow employee (i.e. another of the employer's employees)

- an official employed by a trade union
- a workplace trade union representative, as long as they have been reasonably certified in writing by their union as having experience of, or having received training in, acting as a worker's companion at disciplinary or grievance hearings.

If the companion cannot attend a meeting on a proposed date, the employee can suggest an alternative time and date so long as it is reasonable and it is not more than five working days after the original date.

No third party representatives are entitled to attend meetings (e.g. Solicitors, family members).

- 4.5 All those involved in any aspect of the Disciplinary Procedure will treat all information in connection with the case as strictly confidential.
- 4.6 Where an allegation of misconduct or gross misconduct involves any police enquiries then there is no requirement to await the outcomes of those enquiries before undertaking and completing any management investigation and disciplinary process, unless explicitly advised not to by the police.
- 4.7 If, at any stage of the Disciplinary Procedure an employee accepts that his / her actions constitute misconduct and dismissal is an unlikely outcome, then a disciplinary sanction may be issued without recourse to a formal disciplinary hearing, if management and the employee agree that this is an acceptable way forward. The sanction issued must be reasonable in the circumstances. In such circumstances there will be no right of appeal.

## 5. Disciplinary Procedure - Principles

- 5.1 The Headteacher or other appropriate person instructed by him or her will have authority to act as investigating officer. It is the role of the investigating officer to explore allegations of misconduct and to present the findings of such investigation if necessary.
- 5.2 Where an allegation is received against the Headteacher it is the responsibility of the Chair of Governors to act as or appoint an appropriate investigating officer.
- 5.3 Provision exists within the financial regulations of the City Council for the Internal Audit Service to conduct investigations where financial irregularities are suspected. Nothing in this procedure will be deemed to contradict this authority.
- 5.4 Where disciplinary action is being considered against an employee who is a trade union representative the normal disciplinary procedure should be followed. Depending on the circumstances, it is advisable to give notification of the matter at an early stage to an official employed by the union, after obtaining the employee's agreement.
- 5.5 Where an employee raises a grievance during a disciplinary process the disciplinary process may be temporarily suspended in order to deal with the grievance. Where the grievance and disciplinary cases are related it may be appropriate to deal with both issues concurrently.

## 6. Disciplinary Procedure - Investigation

- 6.1 Upon receipt of an allegation concerning the conduct of an employee, arrangements should be made for the issue to be investigated by an officer who has preferably no prior involvement

in any of the case. It is important to carry out necessary investigations of potential disciplinary matters without unreasonable delay to establish the facts of the case.

6.2 All employees are required to co-operate fully with the investigating officer to ensure that the investigation can be completed as swiftly and thoroughly as possible.

6.3 It is the decision of the investigating officer what information is relevant to the case. The gathering of evidence may entail carrying out interviews with the employee concerned and third parties such as witnesses, colleagues and managers, as well as analysing written records and any other available information. All witness interview notes will be taken, shared with the individual for accuracy and signed and dated. Witnesses may be asked to provide their comments in the form of signed and dated statement(s) as well as or instead of attending an investigatory interview.

#### **6.4 Interviewing Children as Witnesses**

Safeguarding the welfare of children must be the highest priority during any investigation and if it is necessary to gather information from children the following guidance should be considered:

##### **6.4.1 The number of people present at the interview with a child should be kept to a minimum to avoid intimidating or inhibiting the child.**

6.4.2 Good practice would be for the investigator to sit at a table and the clerk taking notes should sit behind the student out of sight. The student has support with them – usually a pastoral member of staff with whom the student feels comfortable.

6.4.3 The investigator should pre-write the questions and anticipated pathways through the questions and these should be discussed and agreed with the employee and, where appropriate, their trade union representative.

6.4.4 The interviewer should be independent; this means someone who is not an employee of the school. (It could, for example be an employee from another school such as the SENCO.)

##### **6.4.5 Children should not be asked to attend disciplinary hearings.**

6.5 At the conclusion of the investigation, the investigating officer will determine if there are reasonable grounds to proceed to a disciplinary hearing.

## **7. No Case To Answer**

7.1 Where the investigating officer determines that the evidence collated does not support the need to proceed to a hearing, no reference will be made to the issue on the employee's personnel file and for all allegations, other than those of a safeguarding nature, documents collated as part of the investigation will be destroyed. The employee will be advised accordingly in writing and, if suspended, the employee will return to duty as soon as is reasonably practicable.

7.2 Where the allegations relate to safeguarding a clear and comprehensive summary of the allegations made, details of how the allegation was followed up and resolved, and a note of any action taken and decisions reached, will be kept on the employee's confidential personnel file. A copy of the information will be provided to the employee concerned. The record should be retained at least until the employee has reached normal retirement age or for a period of 10 years from the date of the allegation if that is longer.

## 8. Gross Misconduct

- 8.1 It is the responsibility of the investigating officer to consider at what level the allegation(s) should be considered. Only allegations considered as gross misconduct may result in summary dismissal (i.e. dismissal without notice).
- 8.2 The following is a **non-exhaustive** list of examples of gross misconduct, taken from the ACAS Guide for Managing Discipline at Work: -
- theft or fraud
  - physical violence or bullying
  - deliberate and serious damage to property
  - serious misuse of an organisation's property or name
  - deliberately accessing internet sites containing pornographic, offensive or obscene material
  - serious insubordination
  - unlawful discrimination or harassment
  - bringing the organisation into serious disrepute
  - serious incapability at work brought on by alcohol or illegal drugs
  - causing loss, damage or injury through serious negligence □ serious breach of health and safety rules
  - serious breach of confidence.

## 9. Suspension

- 9.1 An employee should not automatically be suspended when an allegation of gross misconduct is made.
- 9.2 Initial consideration should show that if proven the allegation(s) would be regarded as so serious that it would cast doubt on the suitability of the employee for continued employment. Suspension may be considered at any time during the investigation should information warranting suspension be obtained.
- 9.3 Whenever possible the employee should be suspended at a meeting with an appropriate manager or Governor, and should be allowed to be accompanied by a trade union representative. Where a representative is not available to attend a meeting, the suspension will still go ahead. Suspension will be confirmed in writing.
- 9.4 There may be occasions, depending on the circumstances, when suspension is not imposed. To inform this decision the investigating officer will consider whether the employee's continued presence in the normal workplace, or elsewhere, could hinder a fair and proper investigation.
- 9.5 The suspension itself is not a form of disciplinary action, nor is it part of the investigation. Therefore, the suspending manager / Governor is not prevented from being involved at a subsequent stage of this procedure.
- 9.6 In cases where a period of suspension is considered necessary, this period should be as brief as possible. The situation should be reviewed regularly and, if information is found that suggests the allegations are not as serious as initially determined, suspension should be lifted.

## 10. Disciplinary Hearing

- 10.1 Once a decision is taken that a disciplinary hearing is required the employee should be invited in writing to the hearing and given at least ten working days' notice of the date of the hearing (or earlier by agreement.)
- 10.2 In the situation where the governing body of a school has delegated authority to the Headteacher under regulation 4 of the School Staffing (England) Regulations 2009 he or she, where he or she has not been previously involved, may hear the case and decide an appropriate sanction. For the avoidance of doubt the governing body of Abbot's Lea School has delegated authority to the Headteacher to hear disciplinary cases and issue appropriate sanctions.
- 10.3 Where the Headteacher has been previously involved or the authority to give appropriate consideration as not been delegated, any disciplinary decision will be considered by a committee of Governors consisting of not less than three Governors. However, where this is not possible the committee may comprise two Governors who will have delegated authority to determine an appropriate outcome.
- 10.4 For any meeting convened to consider the dismissal of an employee in a community or voluntary controlled school under these procedures, the Director of the appropriate department within the Local Authority, or their nominee, is entitled to attend.
- 10.5 All relevant information and details of possible consequences should be provided to the employee and the committee / Headteacher by the investigating officer at least ten working days before the meeting. Notification of the meeting should include details of the time, date and venue and should advise the employee of their right to representation. At this time the investigating officer will identify any witnesses who may appear.
- 10.6 If the employee wishes to refer to documents / evidence as part of their representations at the disciplinary hearing these papers must be shared with all parties no less than three working days before the hearing.
- 10.7 The investigating officer shall present their findings to the committee / Headteacher and shall be entitled to call witnesses as necessary. The employee should be allowed to set out their case and answer any allegations that have been made. The employee should also be given a reasonable opportunity to ask questions, present evidence and call relevant witnesses. They should also be given opportunity to raise points about any information provided by witnesses.
- 10.8 The committee / Headteacher will consider all representations to them and will inform all parties of their decision within five working days. The committee / Headteacher will be responsible for ensuring that the decision is one taken on reasonable grounds and is fair.
- 10.9 If the committee / Headteacher believe that further investigations are required the hearing may be adjourned so that other information can be sought. Any further evidence produced as a result of these investigations will be shared five working days prior to the date of the reconvened hearing. The employee will be given the opportunity to respond to any further evidence produced as a result of these investigations.
- 10.10 Where an employee is persistently unable, or unwilling without good cause, to attend a disciplinary hearing the employer shall consider all the facts and come to a reasonable decision on how to proceed. Where an employee continues to be unavailable to attend a meeting the employer may conclude that a decision will be made on the evidence available.

## 11. Hearing Outcomes

### 11.1 *No Sanction*

If, after hearing all the relevant facts of the case, the decision of the committee / Headteacher is that no sanction is to be issued, this must be communicated in writing to the individual.

### 11.2 *Verbal Warning*

In cases of minor misconduct, a verbal warning may be issued. The warning will be expunged from the disciplinary record after the completion of six months' satisfactory service from the date of confirmation of the warning. The employee should be informed of the potential consequence of further misconduct.

### 11.3 *Written Warning*

In cases of misconduct, employees may be given a written warning. The warning will be expunged from the disciplinary record after the completion of nine months' satisfactory service from the date of confirmation of the warning. The employee should be informed of the potential consequence of further misconduct.

### 11.4 *Final Written Warning*

If serious misconduct occurs or there is no improvement following the issue of a written warning, a final written warning may be issued. It will make clear to the employee that any further misconduct may result in dismissal. This warning will be expunged from the disciplinary record after the completion of twelve months' satisfactory service from the date of confirmation of the warning.

11.5 In exceptional circumstances the term of a formal disciplinary warning may be up to twice the period stated above. The Headteacher or Governors exercising this discretion should make clear to the employee the circumstances which it is felt justify an extension. The employee may, of course, appeal against this part of the decision.

### 11.6 *Dismissal*

#### 11.6.1 *Dismissal with Notice*

Dismissal on contractual notice can be given for a disciplinary offence (other than an act of gross misconduct) committed or discovered during the period of a live Final Written Warning (even if the Final Written Warning relates to a different type of misconduct). For the avoidance of doubt the notice commences immediately and does not await the outcome of any appeal.

#### 11.6.2 *Summary Dismissal*

Dismissal without notice or compensation (also known as Summary Dismissal) will only occur if an act of gross misconduct has been committed or the trust and confidence required between the employee and the school has been destroyed. For the avoidance of doubt the dismissal takes effect immediately and does not await the outcome of any appeal.

11.7 Confirmation of the decision, whether a warning or dismissal, will be given in writing to the employee and his or her representative within five working days of the disciplinary hearing. It will explain the reasons for the disciplinary action, indicate the period of time, where

appropriate, after which a warning will be expunged from the employee's file, and advise the individual of his or her right of appeal.

- 11.8 In the event that there are no further concerns arising or incidents of a similar nature during the live warning period, a warning will be expunged. If that is not the case then the Headteacher will consider further action in line with these procedures.
- 11.9 There is no fixed limit to the number of warnings which may be given; nor should any warning necessarily be more severe than that issued in respect of a previous offence. In some circumstances it may well be reasonable to issue a warning less, or no more severe, than that given previously.

## 12. Appeals Procedure

- 12.1 Notice of any appeal against a warning or dismissal under this procedure must be given by the employee within five working days of the receipt by the employee of written confirmation of the committee / Headteacher's decision. The grounds of appeal should be clearly indicated.
- 12.2 An Appeal Committee will be convened without unreasonable delay and the employee will be invited to attend with ten working days' notice.
- 12.3 Any appeal against a decision by the disciplinary committee / Headteacher shall be referred to the Governor Appeals Committee. This committee will comprise three Governors who have not been part of any earlier decision. Where a matter is to be referred to a Governor Appeals Committee and the governing body is unable to meet the requirement for three Governors to be present, the Appeals Committee may comprise two Governors.
- 12.4 The Chair of the disciplinary committee / Headteacher will present all relevant information that was considered when the decision was reached, to the Governor Appeals Committee.
- 12.5 Both parties may provide any additional information that may have been found and is relevant to the decision of the disciplinary committee. However such material should be submitted no later than three working days before the appeal hearing so the papers can be distributed and read in advance.
- 12.6 The Appeals Committee may allow or disallow the appeal or vary the decision appealed against but the pursuance of an appeal will not result in any greater sanction for the employee than that being appealed against.
- 12.7 The Appeals Committee will give thorough consideration to all the information presented to them and will inform all parties concerned of their decision in writing within five working days.
- 12.8 There will be no further right of appeal.

## 13. Referrals

- 13.1 The facts of any relevant case will be referred to the Disclosure and Barring Service or other relevant organisation as required, for their consideration.

## Raising Awareness of this Policy

We will raise awareness of this policy via:

- School website

- School intranet
- New employee induction

## Equality Impact Assessment

Under the Equality Act 2010 we have a duty not to discriminate against people on the basis of their age, disability, gender, gender identity, pregnancy or maternity, race, religion or belief and sexual orientation.

This policy has been equality impact assessed and we believe that it is in line with the Equality Act 2010. As it is fair, it does not prioritise or disadvantage any student and it helps to promote equality at this school.

## Monitoring the effectiveness of the policy

### Review of Policy

This procedure shall be subject to periodic review and may be changed from time to time.

### Management of Policy

The Governors and Headteacher have overall responsibility for the maintenance and operation of this policy. They will maintain a record of concerns raised and the outcomes.

## Document Control

| LCC Version | Date         | Action   |
|-------------|--------------|--|
| Version 1   | 2012         |  |
| Version 2   | 04/2014      | Policy released but unagreed at paragraphs 6.4 and 8.2   |
| Version 3   | 10/16        | JCC Draft 1  |
|             | 22/3/17      | Agreed Changes to 6.4, 8.2, 10.1, 10.5, 12.2, appendix 1 |
|             | Nov 2018     | Clarification of delegated authority to Headteacher      |
|             | October 2019 | Review by ALS. No amendments.                            |
|             | July 2021    | Review by Governors. No amendments                       |



## Appendix 1 Guide to Interviewing Children

### Introduction

This guidance describes good practice in interviewing Children, in order to enable them to give their best evidence in allegations being investigated as part of internal disciplinary procedures.

It considers preparing and planning for interviews with children and decisions about whether or not to conduct an interview.

The guidance does not cater for every possible set of circumstances that might arise. Each Child is unique and the manner in which they are interviewed must be tailored to their particular needs.

### Guiding Principles

Where there is a possible police investigation, no internal disciplinary investigation should commence until police consent has been given.

Children should not attend disciplinary hearings.

No interview should take place without prior consent (see below).

No interview should take place without the presence of an appropriate person, which might be parent/carer, teacher, social worker or some other appropriate person who has the confidence of, or the ability to relate to the child concerned.

The interviewer should have regard to the age and maturity of the child concerned and any special needs that the child may have.

Comprehensive notes of the discussions should be made, taking care to record the timing, setting and people present as well as what was said by the child and anybody else present (particularly actual questions asked of the child). This should include a note of the demeanour of the child and anything else that might be relevant.

Interviews should be conducted as soon as practicable after an allegation emerges.

### Initial Investigations

**In cases where children may have witnessed an alleged incident**, they should be asked to prepare a written account as soon as possible. This should be done in controlled (exam) conditions where all children write their account at the same time in silence. The written accounts form part of any preliminary examination.

**Where a child is the victim of an alleged incident** they too should be asked to prepare a written account as soon as possible. However, for allegations of a serious nature, this may not be in the child's best interest. The child's preferred method for divulging the information should be accommodated, if at all possible.

**Where a child is unable or unwilling to prepare a written account**, they should be asked to recount any recollections relating to the incident. The child should be listened to but not interviewed at this point. The child should not be interrupted during their account. All information should be noted carefully, including details such as timing, setting, who was present and what was said, in the child's own words. The account should be obtained verbatim or as near as possible. The written record should be signed and dated by the person who made it, NOT the child.

## **Consent**

The consent of the parent or carers should always be sought before a child is interviewed. If the parent or carer declines consent the child should not be interviewed. It is best practice to always seek a child's consent when wishing to interview them.

## **Persons Present at Interview**

The number of people present at the interview with a child should be kept to a minimum, to avoid intimidating or inhibiting the child.

In most circumstances, it is best for just the interviewer and an appropriate person (as detailed above) to be present in the room with the child.

The employee's representative should be offered the opportunity to comment on the questions to be asked at the interview beforehand.

The employee's representative should not be present at the interview.

It is a matter for the investigator to decide what questions are asked. If the employee's representative makes a request for certain questions to be asked, which the investigator subsequently does not ask, the investigator may be required to explain why they were not asked at any later disciplinary hearing.

## **Purpose**

The interviewer must clarify and define the purpose of the interview(s) to be conducted and also the topics to be explored.

It is vital that the interviewer enters the interview situation with a clear understanding of how this will further the investigation, and are sure that interviewing the child is a necessary next step to take (i.e. all other sources of information have first been exhausted).

Naturally, there will be a degree of uncertainty as to what will come out of the interview, but by having all the background information at their fingertips, the interviewers should have some idea of the direction of the enquiry.

## **Location of Interview**

The interview should be held in a suitable setting, one in which the child feels safe and comfortable.

The child or his/her guardian should be consulted in advance about this matter if appropriate.

The decor should be child-friendly and welcoming but not distracting.

The interview room should be somewhere private, and devoid of background noise.

## **Number and Duration of Interviews**

One single interview is preferable. This is not always possible. Sometimes it may take more than one interview to build rapport with the child or an interview may need to be terminated and rescheduled if a child becomes too upset.

Where more than one interview is to be conducted, it is important that the needs of the investigation be carefully balanced with the needs of the child.

Extra information *could* be acquired following each subsequent interview. However, the greater the number of further interviews, the more likely each successive one is to be perceived as excessive and unnecessary and this will, in turn, affect the strength of evidence obtained.

Furthermore, the emotional trauma and stress that the child may endure from repeatedly recalling the event(s) could have serious repercussions for their wellbeing.

It is good for both the interviewers and the child to have an approximate idea of how long the interview is likely to last. This will depend primarily on the child - their pace, attention span, specific needs, willingness to talk, etc.

### **Safeguarding Considerations:**

Listen to the child.

Do not interrupt or stop a child who is recalling a significant event.

Where it is necessary to ask questions, they should, as far as possible be open ended or specific closed, rather than forced-choice, leading or multiple.

### **Children with Learning Disabilities**

Children with learning disabilities might have problems with memory, vocabulary, level of understanding and suggestibility to leading questions.

Some children with learning disabilities are acquiescent, or compliant with the demands of those in positions of power or authority.

In these cases it may be beneficial to use an intermediary who will assess the child's level of communication and make recommendations about how their needs can be met and whether they should be interviewed at all.

### **Conducting the Interview**

It is good practice for the interviewer to attempt to establish a rapport with the child before a formal interview.

The rapport phase of the interview can be used not merely to reduce social distance, but also to determine children's level of understanding and competence and provide an opportunity to lay appropriate ground rules for the interview.

Although open questions provide more accurate information than closed questions, in some circumstances direct prompts are needed. In these situations, inappropriate questioning techniques, such as forced choice questions, multipart questions or 'can you...' questions should be avoided.

The interviewer may repeat the answer the child has given to check for accuracy.

Proper closure of the interview is frequently neglected; it should provide an opportunity for the interviewers to answer any questions children may have and to thank them for their time and effort.

### **Children's Concerns**

Children's concerns may include:

- The speed with which an investigation is pursued. Children may feel that they have insufficient time to understand what is happening, or to consider whether they are ready to disclose;
- The lack of information about what is happening and the likely outcome of the interview; and,

- The lack of choice about when and where the interview takes place, who accompanies them, and, for some children, the gender of the interviewer.
- These issues can be addressed as part of the planning process. As far as possible, children should be prepared for, and involved in decisions about, what will happen in the interview and beyond.

### **Using information from Criminal Investigations, Safeguarding Investigations, Interviews or Strategy Meetings in Disciplinary Procedures**

- Any use of information from criminal investigations should be agreed in writing with the police or multi agency Strategy Meeting.
- Any use of information from safeguarding investigations should be agreed in writing with Children's Services or multi agency Strategy Meeting.
- Consideration should be given to anonymising relevant paperwork, when appropriate.

**Appendix 2**  
**PROCEDURE AT DISCIPLINARY HEARING**

- 1. Management's Opening Statement of Case.**
- 2. Questions of Management's Opening Statement by the Employee and/or the Representative.**
- 3. Questions by the Disciplinary Panel and/or their Adviser to Management**

Witnesses

- 4. Questions by Management of its Witness(es).*
- 5. Cross-Examination by the Employee or their Representative of Management's Witness(es).*
- 6. Questions by the Disciplinary Panel and/or their Adviser.*
- 7. Re-Examination of Witness(es) by Management.*

- 8. Employee's Opening Statement of Case.**
- 9. Questions of the Employee's Opening Statement by Management.**
- 10. Questions by the Disciplinary Panel and/or their Adviser to Employee.**

Witnesses

- 11. Questions by the Employee or the Representative of his/her Witness(es).*
- 12. Cross-Examination by Management of the Employee's Witness(es).*
- 13. Questions by the Disciplinary Panel and/or their Adviser.*
- 14. Re-Examination of Witness(es) by the Employee or the Representative.*

- 15. Summing Up by Management.**
- 16. Summing Up by the Employee or the Representative.**
- 17. Disciplinary Panel retires to deliberate.**
- 18. Decision given in writing within 5 working days.**

**Appendix 3  
PROCEDURE AT DISCIPLINARY APPEAL HEARING**

- 1. The employee (or representative) will outline his/her case for appeal.**
- 2. The deciding officer (or their adviser) may ask questions of the employee.**
- 3. The appeals panel may ask questions of the employee.**

Witnesses

- 4. The employee will call his/her first witness who will give evidence.**
- 5. The deciding officer (or their adviser) may question the witness.**
- 6. The appeals panel may question the witness.**
- 7. The employee (or their representative) may re-examine his/her witness.**
- 8. The witness will leave the meeting unless required to remain by the chair of the appeals panel.**
- 9. The procedure relating to the first witness will then be repeated for any further witnesses called by the appellant.**
  
- 10. The deciding officer (chair of panel who made previous decision) will outline the response.**
- 11. The employee (or their representative) may ask questions of the deciding officer.**
- 12. The appeals panel may ask questions of the deciding officer.**

Witnesses

- 13. The deciding officer will call his/her first witness who will give evidence.**
- 14. The employee (or their representative) may ask questions of the witness.**
- 15. The appeals panel may ask questions of the witness.**
- 16. The deciding officer (or their adviser) may re-examine his/her witness.**
- 17. The witness will leave the meeting unless required to remain by chair of the appeals panel.**
- 18. The procedure relating to the first witness will then be repeated for any further witnesses called by the deciding officer.**
  
- 19. The employee (or their representative) will sum up his/her case.**
- 20. The deciding officer (or their representative) will sum up his/her case.**
- 21. Both parties will be advised at the end of the hearing:**

**That detailed consideration is needed and a decision will be communicated within seven days of the hearing (5 working days)**