

### **Procedures to be followed in the event of a suspected missing student resident (University Owned/Managed Accommodation)**

1. Suspected missing person to be reported to appropriate Accommodation Services/Site Staff member. An Accommodation Services representative should then conduct an initial investigation, including a physical check of the flat/room and speak to fellow residents.

If the resident is located safe and well during the course of the initial investigation, no further action is required.

**\*\* Timescale for initial investigation – within 2 hours\*\***

2. If the resident is not located during the initial search, an Accommodation Services representative should obtain their e-mail and telephone contact details and attempt to contact to resident.

If the resident can be contacted and can confirm that they are not in fact missing, no further action is required.

3. If the resident cannot be contacted via telephone or e-mail, an Accommodation Services representative should check with Student Records to ascertain whether the student concerned has a US Federal Loan.
4. At this stage, the Accommodation Services representative who has been involved up to this point should contact Accommodation Services, initially by phone, to report their findings. A written report should subsequently be completed and forwarded to the Accommodation & Catering Manager.
5. Accommodation & Catering Manager and Dean of Students or designated deputies to make a joint decision on further action to be taken.
6. Accommodation & Catering Manager/Dean of Students or designated deputies to contact next of kin if the resident has a US Federal Loan only. Where the resident is not a recipient of a US Federal Loan, Police Scotland to be contacted to report concerns.

**\*\*Timescale for completing this procedure is 1 working day\*\***