



The American University of Kurdistan Policy of Lost and Found

Policy Number: FS005
Effective Date: June 6, 2022

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I. INTRODUCTION

- a. **Authority:** The Board of Trustees (herein referred to as “Board”) at The American University of Kurdistan (herein referred to as “AUK” or “University”) is authorized to establish rules and regulations to govern and operate the University and its programs.
- b. **Purpose:** The purpose of this policy is to clarify long-standing protocol for handling lost and found property at any location throughout the campus. This policy provides clear direction for the proper safeguards, inventory, reunion with the owner whenever possible, and when not possible, that the property is disposed of in a fair manner.
- c. **Scope:** This policy applies to all AUK employees, students, and visitors (guests, contractors, suppliers, etc).

II. ROLES AND RESPONSIBILITIES

- a. **Responsible Executive:** Vice President for Administration and Finance
- b. **Responsible Administrator:** Director of Campus Service Department (CSD)
- c. **Responsible Office:** CSD
- d. **Policy Contact:** Director of CSD

III. DEFINITION

Property is classified as follows:

- a. **Lost property:** an item which the owner/keeper has lost without knowing where but wishes to recover it.
- b. **Mislaid property:** an item which the owner has inadvertently left in a location and wishes to recover it.
- c. **Found property:** an item not belonging to the finder that has either been lost or mislaid by the owner, or can be treated as abandoned property
- d. **Abandoned property:** an item that the owner has (seemingly) abandoned and it can be concluded, that the owner has relinquished ownership.

Property is assessed as follows:

- a. **Returnable value items of personal identification** (identifiable) – credit cards, driving licenses, identification cards, passports, etc.
- b. **Returnable high value items** (identifiable/unidentifiable), - laptops, keys, mobile phones, cash and other items valued at over \$100 (e.g. jewelry, etc.)
- c. **Returnable low value items** (identifiable/unidentifiable) – cash (less than \$100), scarves, hats, umbrellas, gloves, bags, footwear, old/worn clothing, etc.
- d. **Non-returnable items** (identifiable/unidentifiable) - unlawful (e.g. drugs, ammunition, firearms) or dangerous items (e.g. poison, knives, etc.)

IV. POLICY STATEMENT

1. All found property, must be handed in to the Front Desk Reception. The Receptionist on duty will record the property which is handed in, in the Lost Property Book.
2. All property recovered will be retained in accordance with the abandoned property policy below.
3. All lost or mislaid property should be reported to the Receptionist on duty and/or to the Security. They should check the Lost Property Book to verify if the property has been handed in. If so, the Receptionist/Security will ask for identification from the claimant and make a note of this person's name and address in the Lost Property Book, and will hand over the items (unless they are non-returnable items).
4. Cash or items containing cash must have the cash sum verified by the Receptionist/Security on duty and a witness before an entry in the Lost Property Book/Abandoned Property Record is made which must be countersigned by both. The cash/item should then be placed in a sealed envelope, with the Lost Property Reference/Abandoned Property Record number written on it, in a locked safe.

V. POLICY PRINCIPLES AND PROCEDURES

1. Found Property

- a. Handling and recording found property is the responsibility of the Receptionist.
- b. The abandoned property record will contain details of items recovered from employees, students, and campus guests/visitors. Record sheets must be retained for 12 months.
- c. All found property should be handed in at the Front Desk Reception where a Lost Property Book will be maintained to record full details.
- d. Returnable value items of personal identification and non-returnable items shall be placed in a safe or appropriate secure container.
- e. Returnable high value items and returnable items of low value shall be placed in a secure place.
- f. An attempt will be made, by the Receptionist/Security, to notify the owner of identifiable returnable value items of personal identification and identifiable returnable high value/low value items either by email or phone call.
- g. If after a year since notification returnable high value/low value items remain unclaimed, then the item will be handed over to a charity, placed in the general waste, or recycled. In the case of cash, unclaimed monies may be donated to a charity.
- h. For unidentifiable returnable high value items or unidentifiable returnable low value items where there is an expiry date (e.g. theatre/concert tickets) the Receptionist/Security will endeavor to send an email to the campus community' advertising the found property without divulging details. If after a year since notification the items remain unclaimed, they will be handed over to a charity, placed in the general waste, or recycled. In the case of cash, unclaimed monies may be donated to a charity.
- i. Unidentifiable returnable low value items will be kept securely for at least a year. If not claimed within this time, the items will be handed over to a charity, placed in the general waste, or recycled. In the case of cash, unclaimed monies may be donated to a charity.
- j. Each month the Receptionist will review all unclaimed found property.
- k. Whenever items are donated to a charity or otherwise disposed of, the Lost Property Book or Abandoned Property Record must be annotated accordingly and should be signed by the Director of Campus Services a receipt should be obtained from Charities, the Police, etc. for value items handed over to them and attached to the relevant record.

2. Abandoned Property

- a. Abandoned property is the responsibility of the Receptionist.
- b. Property seemingly left on purpose in common areas (and therefore potentially unidentifiable) will be removed to a safe and secure place. Relinquished items will be handed over to a charity, placed in the general waste, or recycled. In the case of cash, unclaimed monies may be donated to a charity.

3. Reclaiming property

- a. Claims for lost/mislaid property should be made to the Receptionist/Security on duty in the first instance.
- b. Claims for abandoned property should be made to the Receptionist/Security on duty in the first instance.
- c. Claimant(s) must present valid identification to sign for all items claimed and record their full name and address. Under no circumstances should found property be released without verification of identity and a signature. For cash to be released the sealed envelope from a safe should be opened by the claimant and the Director of Campus Services and the contents confirmed.
- d. Staff are not eligible to claim items unless the owner has provided written evidence of their wish to donate the item to the member of staff concerned.

VI. POLICY MEASURING AND MONITORING

The effectiveness of the policy will be measured through:

- a. Costumers feedback
- b. Audit procedures

VII. POICY REVIEW CYCLE

Policy review every 1 year

VIII. POLICY HISTORY

- a. **Approved by:** Board of Trustees
- b. **Adopted:** June 6, 2022

Lost Property Form			
Contact Details			
First Name :		Phone Number :	
Last Name :		Email Address :	
Faculty / Department :			
Location where the items were lost		Date Items were lost :	___/___/___
Description of lost items			
For CSD Use only		Reference Number:	
Date Received :	___/___/___	Property Located :	
Date Property Found :	___/___/___	Owner Notified By :	Telephone / Email
Date Property Returned :	___/___/___	Owner's Signature	

Return form to: Front Desk Reception or the Campus Services Department