

Person A and B experience an incident of racism

→ Step 1

Visit the Report and Support tool. User is asked whether they would like to:



a) with contact details





OR b) report anonymously User can also access sources of support. The anonymous report will inform prevention and response activities



Both report with contact details

Person A asks to speak to advisor



Person B

makes a report

Person A

User will speak with a trained advisor who will signpost the user to sources of support (e.g. counselling, peer support like DPOCA or BAME Network, external organisations) and outline reporting options

Step 4

Report assigned to:







appropriate member of staff depending on content of report e.g. College/ Department/Unit/HR/ Student Conduct

Informal route

Dialogue between reporting party/ representative and the responding party (with support from appropriate staff). Escalated to formal stage if not resolved



Step 5 Report can be resolved through:





Or formal route

If the issue is not appropriate for informal resolution

Step 3

Process and timeframe will depend on the type of unwanted behaviour (e.g. bullying and harassment protocols)



Step 2 Report triaged by Report + Support team



Receive confirmation of report from Report + Support team in 2 working days

Step 6

Reports that require formal investigation





Staff Investigation managed by HR



Students

Investigation managed by Colleges/Department/ Student Cases in accordance with bullying and harassment policies.



All parties are kept up to date throughout the process. Following an investigation, both parties are informed of the outcome of the investigation and are offered appropriate support. Student non-academic misconduct outcomes are published annually online

FOR STAFF: 3 - 6 months

FOR STUDENTS: in line with OIAHE timescales

