



# Contents

INTRODUCTION.....	3.....
DEFINITIONS.....	3.....
ANONYMOUS REPORTING.....	4.....
TAKING ACTION AND GETTING SUPPORT.....	4.....
IMMEDIATE HELP.....	4.....
INFORMAL ACTION.....	4.....
FORMAL ACTION.....	6.....

Version: 1.0

# Introduction

All students have the right to be treated with consideration, dignity and respect.

The University of London was founded upon the principles of equality, diversity and inclusion. We have an ongoing commitment to provide residents in our Intercollegiate Halls with a safe place to be heard, as well as offering support and advice. A wide range of support measures are in place including Wardens and Resident Advisors. In addition, details of specific support services at the University's Member Institutions can be found here: <https://london.ac.uk/current-students/support-wellbeing#you-are-a-student-at-one-of-our-member-institutions-29532>.

If you tell us about abuse, bullying, discrimination, or harassment including sexual assault we will take you seriously and offer a private, confidential space in which to report your concerns. We will help you to find the right professional help (if this is relevant) and support you to make decisions about what to do next. This might include making a formal complaint about someone else within the intercollegiate halls, or it might involve making a report to the police.

If you speak with a Resident Advisor, they will always need to discuss your concerns with the Hall Warden. Staff will respect your autonomy and confidentiality. We will only share your information or take further action with your explicit consent, unless there is a clear and immediate risk to the safety of others which means we must act to protect them.

Staff are expected to support students in a person-centred, respectful manner. They must take into consideration and seek to minimise the stress and anxiety that engagement in any formal process may cause students.

## Definitions

Throughout this procedure, we use the definitions set out below.

**Bullying** may be characterised as offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means intended to undermine, humiliate, denigrate or injure the recipient.

**Discrimination** is unfair treatment on the basis of gender, race, colour, ethnic origin, nationality, disability, sexual orientation, marital status, parental status, caring responsibilities, age, social origins, political opinion or association, trade union membership and activities, religious or similar philosophical beliefs, or other beliefs/lawful preferences privately held on any matter.

**Harassment** is any unwanted conduct which is intended to or which creates the effect of violating the dignity of the student or creating an intimidating, hostile, degrading, humiliating or offensive environment for the student.

**Reporting Party:** A person making a formal complaint or report about alleged abuse, bullying, discrimination, or harassment.

Responding Party: A person who is alleged in a formal complaint to be responsible for abuse, bullying, discrimination, or harassment.

## Anonymous reporting

Monitoring cases of abuse, bullying, discrimination, and harassment allows us to identify any possible patterns of incidents, understand how prevalent different kinds of incident are, and improve our procedures for preventing and responding to these incidents. For this reason, we provide a channel through which you can anonymously report any concerns: <https://forms.office.com/r/QyvWFQudnc>

It is important to understand that whilst anonymous collection of this data is very useful, it does not enable us to provide you with support for what has happened, and it cannot normally provide a basis for disciplinary action against students or staff. So we encourage you to access the support that is available by following the guidance below **Taking action** and getting support.

## Taking action and getting support

If you are concerned about an incident of abuse, bullying, discrimination, or harassment, do not hesitate to take action, however large or small it was and even if it has occurred only once.

### Immediate help

If you have been attacked or are the victim of a sexual or racial assault, seek help immediately. For your protection and the protection of others it is important that offenders are dealt with: you should report the incident to the police. If you decide to go to the police and would like someone to accompany you, you can contact the member of staff or Resident Advisor on duty in your hall via reception.

If you have been sexually assaulted or raped seek medical advice and help immediately. Information on locally available advice and help for victims of sexual assault or rape is available here: <https://campuslife.london.ac.uk/tag/harassment+and+abuse>

You should keep a note of the details and dates of any relevant incidents.

### Informal action

If you think you are being subjected to abuse, bullying, discrimination, or harassment in any form by a fellow student or a member of staff, you do not have to tolerate it. If you feel able to make it clear to the person causing you offence that such behaviour on that person's part is unacceptable to you this may in some circumstances be sufficient to stop it. You may wish to send the person a 'Stop' Notice as outlined below.





### Confidentiality and anonymity

It is not normally appropriate to keep the identity of Reporting Parties secret during disciplinary proceedings. To do so may undermine the Responding Party's ability to defend themselves. If a Reporting Party does not agree to the Responding Party knowing their identity it is not usually appropriate to rely on their evidence.

It may be that you want to make a complaint but do not yet feel ready to be identified to the Responding Party. In this case, we will continue to support you and provide a safe listening space in which we hope you may later decide that your evidence can be used and your identity made known.

### Support for all parties

Being involved in a complaint, as either the Reporting or Responding Party, can feel stressful. The University is committed to supporting all parties involved in any formal procedures. Where necessary and appropriate, and with your consent, we will arrange for support to be provided by a person who is not otherwise involved in managing the

¥ The University may impose a penalty upon a student in respect of an offence even if that offence has already been the subject of criminal prosecution and penalty.

### Appeals

If you are not satisfied about the way your report of abuse, bullying, discrimination, or harassment has been handled, you may choose to follow [the Student Complaints Procedure](#). Any complaint should be lodged within two weeks of receipt of the letter confirming the outcome of the harassment, discrimination or bullying investigation.

Any appeals made in this way will be escalated immediately to Stage 2 of the formal complaints procedure (so bypassing the informal stage and Stage 1 of the formal process).

### Malicious complaints

Making malicious allegations of abuse, bullying, discrimination, or harassment is regarded as a serious disciplinary matter.



