

Harassment and Bullying Procedure

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1 General Principles

- 1.1 Equality, Diversity and Inclusion are core to the University's strategic vision. A key principle of this vision is to create an inclusive environment where all individuals are valued and are able to succeed, free from all forms of Harassment, Bullying, Prejudice and Discrimination. Our values of Integrity, Inclusion, Inspiration and Innovation are integral to all that we do and we are embedding inclusion in our working practices and culture to provide an excellent student experience and to be an employer of choice. We continue to strive for Surrey to be a place where everyone feels welcomed, valued and safe.
- 1.2 All individuals have the right to live and work in an environment where they feel safe and are free from harm. The University of Surrey **will not tolerate** Harassment and Bullying. This means that every report of Harassment and Bullying will be treated seriously, via proportionate investigation/action, in order to promote a safe environment for students, staff and visitors. The University leadership are committed to fostering environments free from Harassment and Bullying, and ensure that managers and supervisors have the tools to address issues that arise, and monitor the effective use of those tools within their faculties and departments.
- 1.3 The standard of proof applied in matters of staff and student misconduct, including allegations of harassment and bullying, is that of the balance of probability; that on the evidence put forward it is more likely than not that something was or was not the case.
- 1.4 The purposes of this procedure are:
- to set out the expected behaviours of all Members of the University and visitors;
 - to bring to life our zero-tolerance approach, and
 - to ensure that the range of options and support is clear for people, who feel they have been bullied or harassed.

The procedure applies to conduct on our campuses, off campus and online.

2 Scope and Exceptions to the Procedure

- 2.1 This procedure applies to all Members of the University, without exception, and relates specifically to incidents which have occurred during an individual's period of study or work at the University of Surrey. For circumstances outside this timeframe see Section 2.2. Disclosures and reports made under this procedure are not limited to University premises. This procedure also applies to applicants who have accepted an offer of employment or a place of study at the University. Harassment and Bullying are defined in Sections 3.1 and 3.2, examples of such behaviour are given in Section 3.3.
- 2.2 In exceptional circumstances the University may investigate conduct that occurred prior to an individual becoming a member of the University. In deciding whether it is appropriate to consider an allegation, the University will consider:
- the severity of the alleged offence;
 - whether leaving the matter unaddressed would impact on matters of safeguarding, fitness to practise, or on any obligations the provider has to professional or regulatory bodies in respect of the individual's character;
 - the context of the conduct and its impact on the individual's relationship with the University;
 - the strength and reliability of the evidence and the length of time that has elapsed and the effect of this on the reliability of any evidence to be considered;
 - the impact on the individual of undergoing a misconduct/disciplinary process.

Consideration of an allegation of this nature will only take place in exceptional circumstances and following approval from the Chief People Officer (Staff) or Chief Student Officer (Students).

- 2.3 Instances of Harassment and Bullying can be complex, sometimes involving multiple people, dynamics and factors. The University recognises that Harassment and Bullying can be the result of organisational and cultural issues as well as individual ones and is committed to continually evolving as an organisation to create the conditions for a thriving, healthy environment.
- 2.4 Freedom of speech and expression are recognised as essential in our role in society and as an academic institution. Vigorous speech and comment and academic debate can be distinguished from the behaviours outlined in this procedure. For more information on this please refer to the [Code of Practice on Freedom of Speech](#).
- 2.5 This procedure should be read in conjunction with a suite of existing staff and student policies:
- www.surrey.ac.uk/about/policies
 - <https://policies.surrey.ac.uk/>

Those listed at the beginning of this document will be of particular relevance.

3 Definitions and Terminology

3.1 What is Bullying?

- Bullying is offensive, intimidating, malicious or insulting behaviour, often involving the misuse of power that can make a person feel vulnerable, upset, humiliated, undermined or threatened. Power does not always mean being in a position of authority. It can include both personal strength and the power to coerce through fear or intimidation.
- The University recognises that there are a number of ways that power dynamics can operate in a University, for example between a lecturer and a student or an early career researcher and head of research team. The University is alert to the potential for Harassment and Bullying to occur where there is an imbalance in power, as well as in other circumstances.
- Bullying may include (without limitation):
 - physical or psychological threats;
 - overbearing and intimidating levels of management or supervision;
 - inappropriate or derogatory remarks;
 - public shaming or humiliation;
 - purposefully ignoring an individual's work or contributions.
- Bullying may also include subtle or insidious acts including (without limitation):
 - unequal treatment in the application of conditions of employment;
 - unreasonable pressure to complete tasks;
 - unfair allocation of work or assigning more work to an individual than others;
 - unreasonably withholding permission to attend training and development opportunities including promotion, academic conferences or similar events;
 - unreasonably withholding information required to carry out one's role effectively;
 - unreasonably being disinvited or excluded from meetings or fora necessary to carry out one's role effectively;
 - persistent criticism;
 - spreading malicious rumours;
 - making threats or comments about job security without foundation.

- Cyber bullying is any form of bullying that is carried out online using electronic media devices such as computers, laptops, smartphones, tablets, or gaming consoles. It can take place on social media platforms such as (but not limited to) Facebook, Instagram, Twitter, WhatsApp, WeChat, LinkedIn, through email, or online collaboration sites such as Microsoft Teams or Zoom.

3.2 What is Harassment?

- Harassment is any unwanted physical, verbal or non-verbal conduct that has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. A single incident can amount to Harassment.
- A person may be harassed even if they were not the intended "target" of the harassing behaviour. For example, a person may be harassed by racist jokes about a different ethnic group where the jokes create an offensive environment.
- Harassment is unlawful under the Equality Act 2010 if it relates to the protected characteristics of age, disability, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation, or if it is conduct of a sexual nature (Sexual Harassment). The University considers all Harassment to be unacceptable, whether or not it relates to a relevant protected characteristic (for example, Harassment related to weight and body size, or social class).
- Gender reassignment is the protected characteristic that protects trans people from Discrimination, Victimisation, and Harassment in employment. Where this procedure refers to 'trans people' and the associated terms of 'gender identity' and 'gender expression', this refers to a broad range of people whose gender identity is not expressed in ways that are typically associated with their assigned sex at birth. This includes those who have non-binary, agender or gender fluid identities and individuals who may not identify as trans but who are impacted by matters covered under this procedure. For more information see Trans and Gender Identity Policy.
- The examples provided below are non-exhaustive and do not imply any relative importance to any protected characteristic.
- **Harassment on grounds of age may include (without limitation):**
 - ageist jokes;
 - conduct based on stereotypical perceptions about a person because of their age or level of experience;
 - intrusive questions about a person's age.
- **Harassment on the grounds of disability may include (without limitation):**
 - mocking, mimicking or belittling a person's disability or the disability of someone they care for;
 - denial of a person's disability;
 - consistent or repeated failure to provide clearly identified facilities or reasonable adjustments to enable a person to perform their duties or receive an adequate service;
 - intrusive questions regarding a person's impairment.
- **Harassment on grounds of gender identity and gender expression may include (without limitation):**
 - jokes about gender identity and/or expression;
 - deliberately or repeatedly using incorrect pronouns;
 - not acknowledging a person's affirmed name (known as 'deadnaming');
 - intrusive questions regarding a person's gender identity and/or expression.
 - 'outing' a person as trans without their permission or spreading rumours or gossip about their gender identity, expression, and history.

- **Harassment on grounds of race may include (without limitation):**
 - racist jokes;
 - conduct and comments based on stereotypical perceptions and prejudices about a person because of their race;
 - intrusive questions about a person's race, skin colour, nationality, or ethnicity;
 - intrusive questions, remarks, comments about a person's appearance or physical touching of a person's hair;
 - forms of racism such as Antisemitism, as defined in the IHRA; discrimination against Gypsy, Roma and Irish Traveller communities; and the Sikh community.
- **Harassment on grounds of religion or belief may include (without limitation):**
 - jokes or mockery likely to cause offence to someone of a particular religious group;
 - behaviour which fails to tolerate, acknowledge or allow participation in religious convictions, beliefs or practices;
 - intrusive questions about a person's religion or beliefs.
 - Islamophobia as a form of hatred and prejudice against Muslims.
- **Harassment on grounds of sex may include (without limitation):**
 - sexist jokes;
 - conduct based on stereotypical perceptions and prejudices about a person because of their sex;
 - intrusive questions regarding a person's sex.
- **Harassment on grounds of sexual orientation may be experienced by any of the groups above and may include (without limitation):**
 - homophobic or biphobic jokes, or jokes relating to a person's actual or perceived sexual orientation, relationship, or relationship history;
 - 'outing' a person as lesbian, gay or bi¹ without their permission or spreading rumours or gossip about their sexual orientation, relationship, or relationship history;
 - intrusive questioning about a person's sexual orientation, partnership, or domestic circumstances.
- **Stalking**

Stalking is when someone shows persistent and unwanted attention towards you or makes contact with you in ways that make you feel distressed or restricts your freedom. When individual incidents are put together they can reveal a pattern of obsessive behaviour. The incidents can cause a lot of distress, often because they are carried out by someone who knows about your movements, habits, likes and dislikes and your friends and family.

Stalking behaviour might appear innocent at first, but if it keeps happening, it could mean something more sinister. Unwanted contact can include phone calls, letters, emails, text messages, and messages on social networking sites, graffiti or sending or leaving gifts.
- **Sexual Harassment**

The types of behaviours or conduct which make up Sexual Harassment are varied and may include the types of conduct listed at section 3.2.15. Sexual Harassment will overlap with the criminal law on sexual offences once any touching of the other person is involved, for example, physical unwanted sexual advances, kissing, touching, hugging, stroking, patting of someone's clothes, body, hair, rubbing up against someone, where the touching is sexual. Some forms of Sexual

¹ Bi is an umbrella term used to describe a romantic and/or sexual orientation towards more than one gender. Bi people may describe themselves using one or more of a wide variety of terms, including, but not limited to, bisexual, pan, queer, and some other non-monosexual and non-monoromantic identities.

Harassment may overlap with other criminal offences such as Harassment, Stalking and Revenge Porn.

The Equality Act 2010 (S26) defines Harassment as follows:

- (1) A person (A) harasses another (B) if:
 - (a) A engages in unwanted conduct related to a relevant protected characteristic, and
 - (b) the conduct has the purpose or effect of— (i) violating B's dignity, or (ii) creating an intimidating, hostile, degrading, humiliating or offensive environment for B.
- (2) A also harasses B if:
 - (a) A engages in unwanted conduct of a sexual nature, and
 - (b) the conduct has the purpose or effect referred to in subsection (1)(b).
- (3) A also harasses B if:
 - (a) A or another person engages in unwanted conduct of a sexual nature or that is related to gender reassignment or sex,
 - (b) the conduct has the purpose or effect referred to in subsection (1)(b), and
 - (c) because of B's rejection of or submission to the conduct, A treats B less favourably than A would treat B if B had not rejected or submitted to the conduct.
- (4) In deciding whether conduct has the effect referred to in subsection (1)(b), each of the following must be taken into account:
 - (a) the perception of B;
 - (b) the other circumstances of the case;
 - (c) whether it is reasonable for the conduct to have that effect.

We understand Sexual Harassment to include (but not be limited to) domestic violence and abuse (which can also involve control, coercion, threats), and stalking. Sexual Harassment, including stalking, is considered to be a form of Sexual Misconduct covered by the University [Sexual Misconduct Procedures](#).

- **Sexual Misconduct**

The University understands the definition of Sexual Misconduct to be: conduct that is sexual, unwanted and causes distress, or that otherwise constitutes harassment, bullying or victimisation irrespective of whether or not intended.

Examples of Sexual Misconduct may include, but are not limited to:

- making unwanted remarks of a sexual nature;
- physical unwanted sexual advances;
- Sexually touching another person without their consent;
- Engaging, or attempting to engage, in a sexual act with another person without their consent;
- intimidation or promising resources or benefits in return for sexual favours;
- distributing or exhibiting private and personal explicit images or video footage of an individual without their consent (as defined by the Criminal Justice and Courts Act 2015);
- Image-based sexual abuse: (also known as 'revenge pornography') recording or sharing sexual or intimate photos or videos, without the consent of the person pictured;
- Stalking: persistent, unwanted communication or behaviour intending to frighten, intimidate or harass someone such as repeatedly following them;
- Cyberstalking: repeated and deliberate use of the internet and other electronic communication tools to engage in persistent, unwanted communication intending to frighten, intimidate or harass someone, or to spy on someone;
- Upskirting: filming or photographing under a person's clothes without their consent to capture images of their body or underwear;
- Relationship abuse: any incident or pattern of incidents of controlling, coercive, threatening

behaviour, violence or abuse between those who are, or have been, intimate partners; this may include psychological, physical, sexual, financial and/or emotional abuse;

- Retaliation: any adverse actions against another person, including, but not limited to, harassment, threats, intimidation or coercion, made in response to someone disclosing or reporting any form of sexual misconduct;
- Sexual Harassment (as defined by Section 26 (2) of the Equality Act 2010);
- Sexual Assault (as defined by the Sexual Offences Act 2003);
- Rape (as defined by the Sexual Offences Act 2003);
- unwanted conduct of a sexual nature which creates an intimidating, hostile, degrading, humiliating or offensive environment (as defined by the Equality Act 2010);
- Showing sexual organs to another person(s) without their consent;
- arranging or participating in events which may reasonably be assumed to cause degradation and humiliation to those who have experienced sexual violence, for example inappropriately themed social events or initiations.

The definition includes misconduct through any medium, including, for example, online.

Vexatious and/or malicious reporting of Sexual Misconduct will be an act of misconduct in and of itself and addressed via the appropriate process as appropriate (Staff Disciplinary Policy/Student Disciplinary Regulation).

For issues relating to Sexual Misconduct please see University [Sexual Misconduct Procedures](#)

3.3 Relationships

The University values good professional relationships between all the members of our community. These relationships may be between staff members, staff members and students or between students. Any such relationship should be supportive, enabling good communication and creating a safe environment for all to thrive. Trust and confidence are important elements of this relationship.

Sexual relationships, romantic relationships or friendships between staff members and students can jeopardise the distinctive relationship that exists between these groups. All members of the University should be aware that such relationships can create both real and perceived conflicts of interest for both groups. This is particularly important in cases where the staff member has any academic, administrative, or advisory responsibility over the student.

The University strongly discourages staff and students from engaging in relationships or close friendships. If a sexual relationship, romantic relationship, or friendship¹ begins between a staff member and a student, the staff member must notify their Head of Department/School and their local HR Business Partner in a timely manner. The student is strongly encouraged to contact the Students' Union for impartial advice and support.

Please be reassured that information will only be shared with a limited group to enable safeguards to be in place, if required. For example, an academic member of staff should not be involved in the assessment of the work of a student with whom there is a current or previous romantic/sexual relationship or a friendship. This is primarily to protect impartiality and enable a continued safe environment for work and study. This also serves to protect the member of staff from the possibility of accusations of favouritism and to protect the student from any danger that their work will be assessed more severely to emphasise the intention not to show favour. Any student who is having, or has had, a sexual/romantic relationship with a member of academic staff has the right and is encouraged to ask that their work be assessed by someone else.

¹ Friendship: Normally a pattern of interaction with an individual on a purely or primarily social basis, in person and/or through other mediums such as text messages/emails/social media.

All groups should be aware of the possible impact of the power balance of these relationships. Typically, the balance of power is likely to sit with the most senior staff member in the relationship or with the individual who has the perceived ability to impact the other individual's circumstances regardless of resistance. This may take the form of the possibility of promotions being blocked, or assessments being marked more severely. It is recognised that this balance can manifest itself in any number of ways. Possible impact of the power imbalance may see the individual with less perceived power being more willing to accommodate the requests and behaviour of the other in the relationship, in the hope that this will lessen the likelihood of the perceived negative action taking place. These responses may be an intentional or unintentional response to an individual's behaviour. Being mindful of this and how our actions may impact a colleague or student's behaviour will reduce the likelihood of these incidents taking place.

Doctoral supervisors can have a significant ability to influence the progress and circumstances of postgraduate research students, and intimate relationships can entail a particularly acute power imbalance. As a consequence, romantic or sexual relationships between postgraduate research students and members of their supervisory team are prohibited.

3.4 Behaviours

The behaviours set out below may constitute Harassment or Bullying.

- **Controlling Behaviour**

Controlling Behaviour is behaviour designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour. Examples may include (without limitation):

- separating individuals/teams from the group or team activities within a department/faculty or activities;
- denying individuals access to meetings with others without reason or justification;
- unjustifiably or unreasonably monitoring emails and communications of a person;
- discouraging access to or refusing permission to access training, seminars, conferences or other career development opportunities.

- **Coercive Behaviour**

Coercive Behaviour is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, frighten, or create dependence. Examples may include (without limitation):

- making direct or implied threats, such as threatening to revoke authorship and credit on publications and research papers;
- using verbal or physical intimidation to compel an individual into committing unethical conduct or breaching health and safety procedures.

- **Gaslighting**

Gaslighting is the manipulation by psychological means of a person (or group) which causes them to doubt themselves, their capabilities or their sense of reality. Examples may include (without limitation):

- a manager criticising an individual's work, then later denying they had done so;

- an individual being made to feel that their opinions, concerns, thoughts and feelings are incorrect or lack validity.

- **Microaggressions**

Microaggressions are brief and repetitive verbal, behavioural and environmental indignities, whether intentional or unintentional, that communicate hostile, derogatory, or negative slights and insults to a person or group. Examples may include (without limitation):

- asking a person 'where are you really from?';
- a teacher in the classroom asking for a 'strong man' to help carry equipment;
- comments such as 'you look so normal' to a person with a disability;
- continuing to mispronounce the names of students after they have corrected you repeatedly.

- **Banter**

Banter is the exchange of teasing remarks. Communication which some may consider to be banter is not acceptable if it falls into the categories of Harassment and/or Bullying. Banter may affect the person the comments are directed towards and others who overhear the comments. Examples may include (without limitation):

- making jokes about a person's appearance;
- publicly humiliating a person in front of others.

- **Victimisation**

Victimisation is subjecting a person to detrimental treatment because they have reported Harassment and Bullying. Examples may include (without limitation):

- being marked as a 'trouble-maker';
- withdrawal of opportunities for promotion or advancement in academic career;
- threats of withdrawing funding or grants, withholding resources, information and opportunities.

- **Retaliation**

- Retaliation: any adverse actions against another person, including, but not limited to, harassment, threats, intimidation or coercion, made in response to someone disclosing or reporting any form of misconduct.

3.5 Other definitions

- **Members of the University**

Members of the University means current members of staff, members of Council and registered Students at the University of Surrey including:

- applicants to the University who have accepted an offer of a place;
- those registered on the Foundation Year and award-bearing programmes delivered by the University; this includes new Students who have been through the online registration process and have yet to complete the main registration process and Students on their Professional Training Year;
- those registered to study for the award of academic credit delivered by the University;
- those registered to study for non-credit bearing modules/courses and non-award-bearing

programmes delivered by the University;

- those registered as a student with another organisation operating in collaboration with the University and using University facilities, for example, Surrey International Study Centre (SISC);
- Postgraduate Research Students (who may also be employed by the University as a member of staff).

For individuals who are not directly employed by the University but who are connected to the University via their employment, please refer to Section 6.3 of this document.

- **Reporting Party**

The Reporting Party is the person(s) who witnessed or was subject to the alleged incident of Bullying, Harassment or Sexual Misconduct.

- **Responding Party**

The Responding Party is the person(s) whose behaviour it is alleged amounted to an incident of Bullying, Harassment or Sexual Misconduct.

- **Authorised Person/Investigator**

The individual responsible for investigating allegations of Harassment and Bullying, in accordance with Staff and Student Disciplinary Regulations.

4 Who is responsible for this procedure?

4.1 University Leaders, Managers and Supervisors

- All **Leaders, Managers and Supervisors** have a responsibility to demonstrate and promote good practice to ensure a working and studying environment that is inclusive and respects the expectations laid out in this procedure. Managers are required to implement this procedure in their area and to ensure that all of their staff and students are aware of this procedure. Training and support are provided for managers to have the skills to discharge this responsibility.
- When Harassment or Bullying has been reported or alleged to a Manager, they should:
 - **for staff**, contact the HR Advisory Team (HRAdvisory@surrey.ac.uk) or their local HR Business Partner for further advice;
 - **for students**, contact OSCAR (oscar@surrey.ac.uk) for advice on the application of this procedure if necessary;
 - highlight the support functions available to staff and students (e.g. Centre for Wellbeing, OSCAR, Human Resources, Trade Unions, Centre for Religious Life and Belief (Chaplaincy), Students' Union);
 - with guidance from the above support groups, and when appropriate, promptly explore what has happened and endeavour to support resolution of the situation;
 - seek to protect the complainant(s) from victimisation;
 - ensure that appropriate support is provided for any member of staff or student who makes a complaint or about whom a complaint is made, throughout the process.

4.2 Individual members of the University

- The University expects all members to treat others with respect, dignity, courtesy and consideration. All members of the University have the right to expect professional, respectful and inclusive behaviour from each other and have a reciprocal responsibility to behave professionally, respectfully and

inclusively towards others. All members of the University have a personal responsibility to ensure that their conduct is in accordance with the standards set out in this procedure and the overarching Equality, Diversity and Inclusion Procedures.

- All Members of the University are expected to actively promote and foster a working and learning environment that is free from Harassment and Bullying, in line with our values and aspirational culture. They must take reasonable measures to ensure that Harassment and Bullying does not occur within the University. To make a report see Section 5.
- If members of the University witness Harassment or Bullying, and it is safe to intervene, they are encouraged to be active bystanders by speaking up. Wherever possible, people should ensure that those affected are aware of the options they have and they should also consider making a report themselves.

5 Ways to disclose and report Harassment and Bullying

Below is a list of actions individuals may take if they witness or experience bullying or harassment. While these are presented in order of formality, one step need not be completed before moving to the next. For instance, there will be some cases where early intervention is not appropriate or where a complainant may not feel safe or comfortable in engaging in such steps.

5.1 Early intervention

Early intervention is not obligatory and will not always be appropriate, but it can lead to a resolution where an honest and constructive conversation is possible. Such conversations may enable the person who experienced the bullying or harassment to explain how and why something was hurtful and enable the alleged bully or harasser to understand the consequences of their actions. If you are unsure of whether you should approach the situation in this way, please seek support from your HR representative, your line manager, your supervisor or from other University support services.

If a member of the University believes they or another member has been bullied or harassed, they may choose to:

- have an initial discussion with the alleged bully or harasser to raise their concerns (only when it is safe to do so);
- have an initial discussion with their own line manager or supervisor to facilitate a constructive conversation or help address the situation;
- members of staff who do not feel comfortable approaching the relevant line manager or supervisor may ask for support from the HR Advisory team (HRAdvisory@surrey.ac.uk), their local HR Business Partner or other colleagues in support roles (See Section 7);
- students who do not feel comfortable approaching the relevant member of staff may ask for support from a Personal Tutor, Supervisor, the Student Success Team, the Students' Union, Warden or member of the Campus Safety Team. This list is not exhaustive.
- Postgraduate Researchers may also approach the Postgraduate Research Director, the Associate Dean for the Doctoral College or the Doctoral College for support.

Staff and students should approach individuals with whom they feel comfortable to discuss their concerns. Visitors or third parties may also report concerns of Harassment and Bullying towards or by members of the University. There are a number of routes available to seek advice and a listening ear for support and guidance from a range of staff and student support services (See Section 7).

5.2 Anonymous reporting

If a member of the University has been harassed or bullied or is concerned that another member has been harassed or bullied, they can report the concern anonymously using [Report+Support](#).

Visitors or third parties may also report concerns of Harassment and Bullying towards, or by members of the University.

The University appreciates that for many reasons people may not feel comfortable reporting with their details. Therefore, this online form allows anonymous reporting. These reports provide statistical information which is used to inform our proactive and preventative work. This also allows us to monitor issues across the University. With anonymous reporting, the University will not be able to offer direct advice and are unlikely to begin any formal processes. If the report is very serious it may be forwarded to relevant parties, but there will be limits to our response.

Anonymous disclosures can be made at any time and can be made alongside any of the listed actions within this procedure.

For Members of Staff who are reporting Harassment and Bullying

5.3 **Report + Support** <https://reportandsupport.surrey.ac.uk>

A website that offers direct help and guidance in confidence. Those who submit reports with contact details will hear back within three working days and receive advice and support. All submissions are treated impartially, with the appropriate level of investigation.

Report + Support is available 24 hours a day, allowing for a time and place that feels safest to the individual, with clear information about their options and signposting to appropriate support services for what they have experienced. The University monitors Report + Support during University working days between 09:00 and 17:00, Monday to Friday (only). It is not intended as an emergency response tool. In emergencies, our designated Campus Safety team can be reached 24 hours a day, 7 days a week on 01483 683333.

Depending on the wishes of the reporting party, the report may result in action being taken in line with a relevant procedure and/or support services being signposted.

5.4 **Mediation** is an informal, voluntary process where a neutral third party is appointed to support the parties involved in a dispute in reaching a satisfactory outcome. The purpose of mediation is to create a safe environment where parties can communicate and work towards the restoration of a positive working relationship. The HR Advisory team, part of HR, will arrange mediation if it is appropriate and if both parties are comfortable engaging in it. It should be noted that a person can request mediation without making a formal complaint.

5.5 **Grievances** may be raised by employees who have been bullied or harassed or who consider that another member of the University has been bullied or harassed. In addition, Managers may engage the **Staff Disciplinary Policy** to deal with occurrences of bullying and harassment to which they become aware. It is not necessary for a grievance to have been issued for a manager to take this step. Members of staff reporting Harassment or Bullying by a student are advised to contact OSCAR for advice and support. In these cases, the **Student Disciplinary Regulations** would apply. The relevant policies are:

5.6 **Line Manager** will be able to provide support and signpost the reporting options (such as Report + Support).

5.7 **Human Resources Department** <https://surreynet.surrey.ac.uk/staff-services/human-resources>
The HR Advisory Team will be able to advise and support colleagues across the University who feel that they are being impacted by any behaviours outlined within this procedure. The Advisory Team will be able to guide on the most appropriate reporting route, provide information on what support can be accessed and signpost to the other support teams/departments within the University.

- 5.8 **Trade unions** <https://surreynet.surrey.ac.uk/staff-services/trade-unions>
Trade unions are organised groups of workers who come together to support each other in the workplace. The University of Surrey recognises three campus trade unions: Unison, UCU and Unite. Trade union representatives will be able to signpost the reporting options and what support is available.
- 5.9 **Centre for Wellbeing** <https://wellbeing.surrey.ac.uk/centre-for-wellbeing>
The University's team of professional counsellors and mental health workers offers confidential support and can talk through how to make a report and what support is available.
- 5.10 The **Religious Life and Belief Services (Chaplaincy)** is a resource for the whole University Community and includes Chaplains from a number of faiths. There are Chaplains available to see any member of staff or student in confidence. You do not have to be of any faith or any particular faith to see a Chaplain: they are practiced listeners and have a wealth of experience in supporting people through relationship, work and study difficulties, spiritual and vocational issues, and can signpost to other services.
- 5.11 **Campus Safety Team** - www.surrey.ac.uk/security
The Campus Safety Team can talk through how to make a report and what support is available.
- 5.12 **Early-Career Researchers (ECRs)**
The Doctoral College offers support and guidance to early career research staff (ECRs), broadly defined to include research staff on fixed-term contracts (postdocs), probationary lecturers, and teaching fellows. All staff who consider themselves ECRs can approach the Doctoral College for support and appropriate signposting.

For Students who are reporting Harassment and Bullying

- 5.13 **Report + Support** - <https://reportandsupport.surrey.ac.uk>:
A website that offers direct help and guidance in confidence. Those who submit reports with contact details hear back within three working days and receive advice and support. All submissions are treated impartially, with the appropriate level of investigation.

Report + Support is available 24 hours a day, allowing for a time and place that feels safest to the individual, with clear information about their options and signposting to appropriate support services for what they have experienced. The University monitors Report + Support during University working days between 09:00 and 17:00, Monday to Friday (only). It is not intended as an emergency response tool. In emergencies, our designated University Campus Safety team can be reached 24 hours a day, 7 days a week on 01483 683333. The Warden team are also available 24/7 to support students in our residential accommodation.

Depending on the wishes of the reporting party, the report may result in action being taken in line with a relevant procedure and/or support services being signposted.
- 5.14 **Mediation** – is an informal, voluntary process where a neutral third party is appointed to support the parties involved in a dispute and facilitate a conversation that hopefully results in an agreement with which everyone is satisfied. Students should contact the Hive for more details on the availability of mediation.
- 5.15 **Office of Student Complaints, Appeals and Regulation (OSCAR)** coordinate investigations of reported instances of bullying or harassment relating to students. Students who wish to make an allegation in relation to bullying or harassment should contact OSCAR via www.surrey.ac.uk/oscar If appropriate, HR and OSCAR will work together on cases involving both staff and students.

5.16 **Postgraduate Research (PGR) Students** may be both a student and a member of staff. PGR students may address complaints to OSCAR or use the **Staff Grievance Procedure** if appropriate. The University recognises the complexities in relation to PGR students. **The Doctoral College** offers support and guidance to PGR students and has dedicated PGR staff to support enquiries.

5.17 **Centre for Wellbeing** - <https://wellbeing.surrey.ac.uk/centre-for-wellbeing>

The University's team of professional counsellors, and mental health workers offers confidential support. All members can talk through how to make a report and what support is available.

5.18 The **Religious Life and Belief Services (Chaplaincy)** is a resource for the whole of the University Community and includes Chaplains from a number of faiths. There are Chaplains available to see any member of staff or student in confidence. You do not have to be of any faith or any particular faith to see a Chaplain: they are practiced listeners and have a wealth of experience in supporting people through relationship, work and study difficulties, spiritual and vocational issues, and can signpost to other services.

5.19 **Campus Safety Team** - www.surrey.ac.uk/security

All Officers can talk through how to make a report and what support is available.

5.20 **Students' Union** - www.ussu.co.uk

Members of our Students' Union team can talk through how to make a report and what support is available.

5.21 **Personal Tutor/Supervisor**

Personal Tutors and Supervisors will be able to signpost the reporting options and what support is available as this will be explained as part of their Personal Tutor training.

6 What happens when a Report is made

6.1 Reports where the Responding Party is a Student

- Where a Report is received by the University making allegations against a Student, action will be taken in accordance with the Student Disciplinary Regulations or Regulations for Fitness to Practise (for Students studying Regulated Courses).
- The Report will be investigated by an Authorised Person in accordance with the Student Disciplinary Regulations. If the matter is progressed via the Regulations for Fitness to Practise, the relevant Faculty will appoint an appropriate investigator. Investigations will be conducted by individuals independent of the parties concerned.
- Consideration will be given by the Authorised Person or Investigator upon receipt of the Report, in conjunction with OSCAR, as to whether a Managed Exclusion Order should be sought. If the Responding Party resides in University accommodation, this may involve a move to alternative accommodation off or on campus. The Responding Party has the right to appeal against the terms of a Managed Exclusion Order. The process to be followed is outlined in the Procedure for Managed Exclusion Orders.
- The Authorised Person or Investigator will normally have an initial meeting with the Reporting Party at the earliest opportunity. Within this meeting, the Reporting Party has the following options available to them (more than one option can be taken):
 - Request the University formally investigates the incident. Informal resolution of allegations

of this nature is not normally appropriate and will not normally be recommended.

- Report the incident to the Police, if not already done so.
 - Initiate support via Centre for Wellbeing and/or external agencies.
 - Take no further action at this time².
- A procedure will be agreed for timely communications with reporting and responding parties.
 - Once the Authorised Person or investigator has completed their investigation, a minor misconduct sanction may be issued. The Responding Party may appeal against any findings or sanctions. The Reporting Party does not have the right to appeal the outcome.
 - Alternatively, the matter may be referred for consideration by a Student Disciplinary Panel or Fitness to Practise Panel as a potentially major breach of University regulations. It is also possible that no further action will be taken at this point if there is insufficient evidence to support the allegation(s). The Responding Party is entitled to be accompanied at any such Panel hearing by a friend or a member of the Students' Union.
 - Panel members will be independent of the investigatory process and are asked to declare any potential conflict of interest. One of the Panel members will be a representative of the Students' Union. Witnesses may be invited to attend the hearing, and this could include the Reporting Party. If the Reporting Party attends the hearing, measures will be put into place to safeguard this individual.
 - Student Disciplinary Panel and Fitness to Practise Panel hearings are conducted in accordance with the Procedure for Hearings by Panel, possible outcomes include but are not limited to warnings, expulsion, suspension from studies, and exclusion. The Responding Party may appeal against any findings or sanctions. The Reporting Party does not have the right to appeal the outcome.

6.2 Reports where the Responding Party is a Member of Staff

- Where a Report is received by the University making allegations against a member of staff, action will be taken in accordance with the Staff Disciplinary Policy. Investigations will be conducted by individuals independent of the parties concerned.
- A Human Resources Business Partner/Advisor will normally have an initial meeting with the Reporting Party. Within this meeting, the Reporting Party has the following options available to them (more than one option can be taken):
 - request the University formally investigates the incident. Informal resolution of allegations of this nature is unlikely to be appropriate and will not normally be recommended.
 - report the incident to the Police, if not already done so.
 - initiate support via Centre for Wellbeing and/or external agencies.
 - take no further action at this time³.
- To support all parties, neutral precautionary measures may be implemented (including, but not limited to, a no contact instruction for both parties and boundaries within University academic units or service areas). During the investigation, the investigating manager and HR Business Partner/Advisor will assess the risk, and this may result in the Responding Party being suspended from work in accordance with the Staff Disciplinary Policy. A suspension does not signify a view on the part of the University that the Responding Party has committed an alleged offence.

² The University reserves the right to refer a matter to the police if it is assessed at any point that the Reporting Party and/or others are at risk of harm to themselves or from others. This would usually be discussed with the Reporting Party.

³ As above

- A procedure will be agreed for timely communications with Reporting and Responding parties.
- The investigating manager along with the Human Resources Business Partner will decide if following the investigation, there is a disciplinary case to answer. This could result in no further action, an informal warning or the matter being referred to a Disciplinary Panel hearing.
- Hearings are conducted in accordance with the Staff Disciplinary Policy. Disciplinary Panel members will be independent of the investigatory process and are asked to declare any potential conflict of interest. Witnesses may be invited to attend the hearing, and this could include the Reporting Party. If the Reporting Party attends the hearing, measures will be put into place to safeguard this individual. Possible outcomes of Disciplinary Panel hearings include no further action, first written warning, final written warning, and dismissal. The Responding Party may appeal against any findings or sanctions. The Reporting Party does not have the right to appeal the outcome.

6.3 Third Party Reporting

- **Reports where the Responding or Reporting Parties are indirectly employed by the University/undertaking a service for the University**
- Where the Responding Party is not directly employed by the University but has a connection to the University via their employment, the University will consider whether it would be proportionate in the circumstances to notify that employer and/or to end the working relationship with the individual or their employer. This will be treated on a case-by-case basis and normally after receiving advice from Human Resources and/or Governance and Risk Assurance support. Examples of individuals who may fall into this category include, but are not limited to:
 - contractors;
 - agency staff;
 - franchise staff and similar (e.g. Simply Fresh staff);
 - people who perform a service to the University away from our campus (e.g. a lecturer at an overseas University where a Surrey Student is on Exchange).
- If appropriate, the University may also take action in accordance with Section 6.4 of this document.
- Where the Reporting Party is indirectly employed by the University or is undertaking a service for the University, any report should be discussed with a member of the HR Advisory Team or the lead University staff member. Reports can also be made via [Report+Support](#).

6.4 Reports where the Responding Party is a member of the public

- Where a Report is received by the University making allegations against a member of the public, the Head of Campus Safety (or their nominee) will consider the appropriateness of a banning order.
- The Head of Campus Safety will normally have an initial meeting with the Reporting Party. Within this meeting, the Reporting Party has the following options available to them (more than one option can be taken):
 - report the incident to the Police, if not already done so.
 - initiate support via Centre for Wellbeing and/or external agencies.
 - take no action at this time³.

³ The University reserves the right to refer a matter to the police if it is assessed at any point that the Reporting Party and/or others are at risk of harm to themselves or from others. This would usually be discussed with the Reporting

6.5 Reports involving those under 18 and those considered Adults at Risk

Reports involving those under 18 and those considered as Adults at Risk, will be referred to the Designated Safeguarding Lead (DSL) and the investigation and subsequent actions will be in line with the Safeguarding Procedures and in collaboration with the DSL.

7 Support

7.1 Harassment and Bullying can cause humiliation, isolation, loss of confidence and serious harm to mental health and wellbeing in both the short-term and longer-term. Support services are available to members of the University who have experienced, witnessed or been accused of bullying and harassment.

7.2 Support is available for all members of the University regardless of whether a formal report or complaint is made and irrespective of the outcome of any investigation. Both Reporting and Responding parties have equitable access to internal and external support and they will each have a member of staff assigned to them to offer welfare and pastoral support.

7.3 The [Report+Support](#) website contains comprehensive information on the variety of support available to anyone involved in incidents of Sexual Misconduct (for example the Reporting Party, Responding Party and witnesses). [Report+Support](#) is a website that offers direct help and guidance in confidence.

7.4 If the Reporting Party or Responding Party holds a current accommodation license with the University, consideration will be given on a case-by-case basis as to whether alternative accommodation should be offered.

7.5 Any member of the University who is dissatisfied with how the University has handled matters relating to bullying and harassment may be eligible to raise a student complaint (Procedure for Complaints) or staff grievance (University Grievance Policy). Eligibility and time limits for raising cases are outlined in the related documents.

7.6 Formal disciplinary actions or sanctions will not normally be imposed for drug possession and/or use by Reporting Parties. Individuals may be provided with resources on drug counselling and/or education, as appropriate. This applies to any person who, in good faith, reports misconduct or seeks medical assistance from the University or emergency services for themselves or another individual whose health or safety is at risk. The same principle applies to other types of less serious misconduct. Advice on specific circumstances can be provided by OSCAR and/or Human Resources prior to Disclosures or Reports being made.

8 Confidentiality and information sharing

8.1 Confidentiality will be maintained, where possible, in recognition of the sensitive nature of allegations/reports. Throughout all proceedings, the University will act in compliance with data protection legislation. It may be necessary to share sensitive information in order to facilitate an investigation (see Section 8.4). Details of relevant privacy notices can be found here: <https://www.surrey.ac.uk/student-support-services-privacy-notice>.

8.2 Under data protection legislation the University may share personal data with the consent of the data subject, unless there is a stated exception (see 8.3 below). If, during any proceedings in which an individual is involved, they request access to such data as being relevant to the proceedings, the

Party.

individual may be referred to the “Make a Privacy Request” web form at: <https://www.surrey.ac.uk/information-governance/make-privacy-request>.

- 8.3 In exceptional circumstances, information may be shared with appropriate authorities, including external entities (e.g. Police, Social Services), without the consent of the data subject. This includes, but is not limited to, where it is necessary to protect the vital interests of the data subject and/or where a safeguarding concern has been raised. This may include information of a personal and/or sensitive nature. With respect to safeguarding concerns, this would normally be in consultation with the University’s Safeguarding Officer.
- 8.4 Information, including that of a personal and/or sensitive nature (special category data), may be shared between members of University staff, and/or members of staff of the Surrey International Study Centre (SISC), and/or other appropriate authorities/institutions, where there is an appropriate lawful basis for the sharing and it is deemed necessary, in order to facilitate the effective functioning of the University’s policies and procedures, and/or to ensure the safety of members of, and visitors to, the University, in accordance with relevant privacy notices.
- 8.5 If a Reporting Party, or other interested party, wishes to gain access to information pertaining to a case that has been administered, in full or part, by OSCAR or Human Resources, then they may make a request to OSCAR/Human Resources, and this will be considered on a case-by-case basis. An assessment will be made as to the potential risks/benefits to all concerned parties of sharing the requested information. This could include, but is not limited to, the outcome of a student/staff Disciplinary Panel hearing, or matters concerning an investigation. This would be in accordance with relevant privacy notices, and normally in consultation with the Information and Governance team, if appropriate. The University will proactively endeavour to ensure reporting parties receive appropriate and timely updates on the outcomes of cases. Individuals can contact the Information and Governance team directly if they have any queries or concerns.
- 8.6 A failure to appropriately respect confidentiality and/or data protection requirements could result in disciplinary action being taken against that individual.
- 8.7 Anonymised aggregated information concerning Student Disciplinary, Fitness to Practise, or other student/staff casework, may be shared publicly, and/or form part of training exercises, where such information is considered to be of wider interest or relevance. This would be in accordance with relevant privacy notices, and normally in consultation with the Information and Governance team, if appropriate.

9 Governance Requirements

9.1 Implementation: Communication Plan

This procedure will be communicated in a variety of ways:

- SurreyNet launch
- A Leader’s Alert
- Senior Leaders Pledge
- Inclusion at Staff Induction
- Inclusion at Faculty/Department Induction
- Referenced in the Staff Handbook
- Process infographics and video case studies to be produced for students and staff to ‘demystify’ and instill confidence in process.
- Harassment and Bullying web page (on Equality, Diversity and Inclusion pages) providing FAQs and procedures info broken down into clear sections with strong links to Report+Support website, Human Resources, My Surrey, Students Union and Wellbeing

- Data will be gathered, monitored and used to address ongoing concerns and ensure effectiveness of procedures. Mechanisms include: Annual Report and Support report <https://reportandsupport.surrey.ac.uk/support/analysis-of-report-support-submissions>; EDI dashboard including a Harassment and Bullying KPI; Staff survey data (quantitative and qualitative monitoring); Equality networks/Union/FEDIC feedback.

9.2 **Implementation: Training Plan**

Training and learning will be provided for all staff and students to set expectations of behaviour and for managers to equip them to respond and support. The principles of this procedure will be embedded within the following training:

Staff training:

- Diversity in the Workplace e-learning module
- Race Equity e-learning module
- Active Bystander module (to be developed) with more general awareness about Harassment and Bullying
- LGBTQIA+ Awareness Training
- Unconscious Bias Training
- Islamophobia, Antisemitism and Religious literacy training (in development)
- Personal Tutor training
- Doctoral College are providing training for Doctoral College Team
- Line Manager training
- A set of webpages on EDI website with toolkit/factsheet style info explaining this procedure and relevant process.

Student training:

- Zero tolerance to Hate e-learning module currently being created with Advance HE
- Social media campaign/Instagram takeovers
- Students Union campaigns
- Inclusive Curriculum review.

9.3 **Advice about this procedure**

Advice about the operation of this procedure can be obtained via the Equality, Diversity and Inclusion team, the Human Resources Department and Office of Student Complaints, Appeals and Regulation (OSCAR).

9.4 **Failure to comply**

The following may be treated as misconduct under the Staff disciplinary policy and procedures for academic and non-academic staff or Student Disciplinary Regulations:

- failing to comply with this procedure;
- making false, malicious, or vexatious allegations under this procedure; or
- retaliating against or victimising staff or students who make complaints or participate in good faith in investigations under this procedure.

9.5 **Review**

- Major changes may be reviewed and agreed by EDI Executive before becoming operational.
- Minor changes will be agreed by the operational owners before becoming operational.

- This procedure will be monitored on an ongoing basis by Equality, Diversity and Inclusion. Equality, Diversity and Inclusion reports to the Executive Board and Council regularly via the EDI Executive.

9.6 **Legislative Context and Higher Education Sector Guidance or Requirements**

- Equality Act 2010
- Criminal Justice and Courts Act 2015
- Sexual Offences Act 2003
- [Statement of expectations](#) for preventing and addressing harassment and sexual misconduct affecting students in higher education, Office for Students (2021)
- [Changing the culture: our work on tackling harassment](#), UUK Guidance (2022)
- [UUK guidance on tackling staff-to-student sexual misconduct](#), UUK Guidance (2022).

9.7 **Sustainability**

This procedure will have no environmental impact with regards energy consumption or associated carbon emissions.

9.8 **Health and Safety**

Health and safety implications have been considered during the drafting of this procedure and are incorporated (where necessary).

10 **Stakeholder Engagement and Equality Impact Assessment**

10.1 An Equality Impact Assessment was completed on 18/03/2022 and is held by the Authorised Co-ordinator.

10.2 Stakeholder Consultation was completed, as follows:

Stakeholder	Nature of Engagement	Date	Name of Contact
OSCAR	Working Group	Jan 2022	Glenn Moulton
Human Resources	Working Group	Jan 2022	James Smith
Students' Union	Working Group	Jan 2022	Ajay Ajimobi (President)
Student Success Team	Working Group	Jan 2022	Javayria Masood
Doctoral College	Working Group	Jan 2022	Kate Gleeson/Alex Pavey
Security Services	Working Group	Jan 2022	Mark Chatterton
Governance	Consultation -Teams/Email	Feb 2022	Steve Allen/Elizabeth Powis/Andrea Langley
Chief Student Officer	Consultation -Teams/Email Harassment and Sexual Misconduct Working Grp	Jan/Feb 2022	Lucy Evans
Equality Networks: LGBTQIA+ SEED Women@Surrey Neurodiversity	Consultation -Teams/Email	Feb 2022	Sean Langton/Michael Hassell Neelam Wright Sam Hopkins/Emma Kay Daisy Shearer
Disability Neurodiversity Team	Consultation -Teams/Email	Feb 2022	Louise Baddeley
Religious Life & Belief	Consultation -Teams/Email	Feb 2022	Rabbi Alex Goldberg
Academic Registry	Consultation -Teams/Email	Feb 2022	Adam Child
Academic Rep	Consultation -Teams/Email	Feb 2022	Amy Dopson
Wellbeing and Welfare	Consultation -Teams/Email	Feb 2022	Laura Smythson
Communications	Consultation -Teams/Email	Feb 2022	Jodie Hansford
H&S	Consultation -Teams/Email	Feb 2022	Matt Purcell

HR Leadership Team	Consultation -Teams/Email		Karen Raymer Ali Orr Anne Sinclair Emily Williams Sarah Leggett/Katy Huetson Andrew Miles Lois Moor Natalie Downey
Trade Unions	Consultation -Teams/Email	Feb 2022	Colette Maxfield - UCU Alex Pavey - Unison Gary Strudwick - Unite

10.3 Stakeholder Sign Off - mandatory sign off has been received from the following stakeholders:

Stakeholder	Nature of Engagement	Date	Name of Contact
Governance	Email consultation	March 2022	Andrea Langley
EDI	Authorised Coordinator	March 2022	Jo McCarthy-Holland
H&S	Email consultation	March 2022	Matt Purcell
Executive Owner of Associated Policy Statement	Meetings and email consultation	January to April 2022	Lucy Evans

11 Frequently Asked Questions

11.1 Q. Will my concerns be dealt with sensitively and discreetly?

A. If you report a case to us, we will take every care to ensure that you have control of the case and we will listen to your concerns. We will ensure confidentiality is maintained and will not progress the case without your permission. We will always aim to get your consent for the information you provide to be shared, however in some instances, we may be required by law to share your report with the Police if you are reporting an issue that poses imminent danger to you or others. In this situation we will tell you that we are required to take this course of action.

11.2 Q. How long does it take for my concerns to be investigated?

A. We will undertake a thorough and measured investigation without any undue delay. We recognise the difficulty of the investigation process, and will endeavour to keep you informed throughout the investigation.

11.3 Q. How do I know if I've got a case? What if I'm just being oversensitive?

A. That does not matter – if the issue has caused you concern and distress we want to hear from you.

11.4 Q. What happens to the person I complain about?

A. We will manage each case carefully taking into account the needs of both you and the Responding Party. Confidentiality will be kept for all parties and wider policies may be enacted following the outcome of the investigation.

11.5 Q. I don't want to cause problems, isn't it easier to stay quiet or leave?

A. No – our staff and students are the most important part of our community and we want to make sure the University is a safe and happy place to work and study.

- 11.6 Q I'm too afraid to speak up about what's been happening. How can I and my colleagues or fellow students be protected from the fall out of any investigation?**
- A** We recognise that reporting can be difficult and you may have a number of concerns regarding the process. The University is here to support you. We will manage your report with you to best prevent any possible fall out. Nobody should be subjected to discriminatory treatment or victimisation because of making a complaint and we will take every step to prevent this type of behavior taking place.
-
- 11.7 Q The person bullying me is powerful and successful. I don't think I'll be believed and my career will be ruined.**
- A** The University will listen to you and support you. Seniority and power will not impact upon our actions.
-
- 11.8 Q What do I do if nothing changes and the bad behaviour continues?**
- A** You should continue to talk to the University to tell us what is happening. Continued bullying after action being taken will not be tolerated.
-
- 11.9 Q Will my team and other colleagues find out?**
- A** We will keep confidentiality wherever possible, however there will be times that we will need to engage other individuals or departments to progress the investigation into your report. We will endeavour to keep you informed at each stage of the process.
-
- 11.10 Q What about my future career prospects? Will I lose my good reference?**
- A** Reporting will not affect your future career nor any reference.
-
- 11.11 Q Are these really unacceptable behaviours? Aren't people just getting a bit oversensitive?**
- A** Any allegation is assessed to establish the circumstances. If behaviour is deemed to be inappropriate, then the University will take action, to ensure the wellbeing of staff and students.
-
- 11.12 Q What happened to good old fashioned office banter? Can't we say anything anymore?**
- A** This work does not affect people having fun in the office and we support the development of good healthy workplace relationships. All staff and students have a right to feel safe and comfortable in their place of work and study. It is the responsibility of all members of the University to be respectful towards each other.
-

11.13 Q I have high expectations of my team, doesn't it seem some people just can't handle the pressure that comes with academic or working life?

A This has nothing to do with pressure. This is about the standards of behaviour and conduct which we must follow when interacting with our colleagues and students.

11.14 Q I want to report it, but wish to stay anonymous – will the individual be dealt with and 'punished'

A You can remain anonymous when reporting. It is very important for the University to know about what is happening and as such anonymous reporting helps us with that. However, it can be more difficult for the University to take formal action based on anonymous reports/ information. Regardless, it is vital that we are made aware of concerns which in turn may help us build a fuller picture of behavioural and cultural issues.