

What happens during an investigation?

There are three possible stages in an investigation, which may occur individually or in sequence:

Informal Stage

You should discuss any incident of harassment or bullying with a trusted fellow student or a member of University staff.

In some less serious cases, the situation may be resolved through telling the person concerned that their behaviour is unacceptable.

Where the behaviour continues or if it is of a more serious nature, a more formal approach may be necessary.

Formal Investigation: Stage One

You may request an investigation to be carried out by the Head of Department, a member of staff in your College Student Support Office or the Principal of your College on behalf of the University.

A meeting may be held with both parties with the aim of facilitating a discussion and reaching a resolution. This may include the use of trained mediators.

Formal Investigation: Stage Two

If Stage One has not resolved the situation, or if it is appropriate to go straight to Stage Two, then you can make a formal complaint in writing to the Student Conduct Office (student.cases@durham.ac.uk). The complaint form is available via the Student Conduct Office webpages (via durham.ac.uk/colleges.se.division). You should provide as much detail and supporting information as possible about the incident(s) and, where possible, explain the outcome you are seeking.

Outcomes

Where a complaint is founded, but formal disciplinary action is deemed unnecessary, the University may request that the Responding Party offer a written apology and/or that they undertake additional training or personal counselling to prevent repeat behaviour.

The extent of any formal disciplinary action will depend on whether the Investigating Officer considers the misconduct to be a Category 1 or Category 2 offence as outlined in the Non-Academic Misconduct Disciplinary Procedure (available via durham.ac.uk/colleges.se.division).

Requesting a review

If either party is dissatisfied with the outcome, or they believe the matter has not been handled fairly or properly, they can request a review. A review request must be made in writing to the Student Conduct Office within ten working days of receipt of the outcome.

Have you been accused of bullying and harassment?

All parties involved in a complaint will be treated fairly and consistently, and with respect.

You will be told the details of the complaint made against you and will be given a full and fair opportunity to explain or present your version of events in response.

A complaint determined by the University to be malicious, demonstrably false or vexatious may give rise to disciplinary proceedings against the Reporting Party.

You may seek support at any time from your College Student Support staff, the University Counselling Service and/or the Durham Students' Union Advice Service.

For Staff: In the event that a member of staff is the Responding Party, the Staff Bullying & Harassment Policy will be followed.

For more information

If you have any queries regarding the Bullying & Harassment Policy and related staff and student procedures, please email student.cases@durham.ac.uk

External Support

Samaritans
samaritans.org
116 123 or
+44 (0)330 094 5717

Mental Health Support
mentalhealthsupport.co.uk
+44 (0)1685 881 113 or
+44 (0)1443 681 881

Talking Changes
talkingchanges.org.uk
+44 (0)191 333 3300

Victim Support
victimsupport.org.uk
+44 (0)808 168 9111

Tell Mama (Anti-Muslim Attacks) tellmamauk.org
+44 (0)800 456 1226

Citizens Advice
citizensadvice.org.uk
+44 (0)800 144 8848

Equality Advisory & Support Service
equalityadvisoryservice.com
+44 (0)808 800 0082

Galop (LGBT+ anti-violence charity) galop.org.uk
+44 (0)207 704 2040

Hate Crime Advocacy Service
hcasdurham2017@gmail.com
+44 (0)1325 267 359

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Bullying & Harassment Policy



Student Information Leaflet



What is the Bullying & Harassment Policy?

Everyone has the right to feel safe in an environment which is free from harassment and bullying. The University's Bullying & Harassment Policy supports the development of a learning environment (including online) where harassment and bullying is unacceptable, and where individuals have the confidence to make a complaint, without fear of reprisal or reprimand, in the knowledge that concerns will be dealt with seriously, appropriately and fairly.

Bullying and harassment is unwanted behaviour which causes someone to feel intimidated, degraded, humiliated or offended, either through persistent behaviour or a single isolated incident. If harassment is connected to a person's protected characteristics, such as their (actual or perceived) age, sex, race or religion, it is unlawful discrimination under the Equality Act 2010.

Harassment or bullying can be verbal and non-verbal, face-to-face or online. It can include (but is not limited to):

- Verbal abuse
- Insulting behaviour or personal insults
- Sexist jokes, racist jokes, or jokes about an individual's sexual orientation, disability, religion or belief, or age
- Behaviour which incites racial hatred, e.g. wearing racist insignia or badges
- Offensive written or computer-generated material, including via the use of social media or email
- Unreasonable, unfair or offensive behaviour relating to an individual's disabilities, or mischievous interference with personal aids or equipment
- Unwanted physical contact ranging from touching to serious assault
- Leering and offensive gestures
- Display or circulation of sexually suggestive or racially abusive material
- Coercive or menacing behaviour which interferes with dignity and privacy or which undermines an individual's self-confidence
- Asserting a position of seniority in an aggressive, abusive or offensive manner
- Intrusion by pestering, spying or stalking
- Ridicule, isolation or exclusion from everyday social interaction or activities.



Thinking of making a complaint?

If you feel under physical threat or at serious risk of imminent harm, you should always contact the Police in the first instance. The University can provide you with support in these circumstances, however, any internal investigations will not go ahead until criminal investigations are concluded.

We encourage you to report any incidents of bullying and harassment to the University so that we can help to support you.

You may decide to report an incident anonymously. If you do, the incident will be logged, but we are unable to take any direct action on anonymous reports.

Whether or not you have decided to make a complaint, we recommend that you seek advice and support. The University provides a range of support:

Students' Union

Independent support is available through the Durham Students' Union Advice Service at durhamsu.com/advice-and-support. They provide one-to-one support, advice and guidance on addressing issues informally or making a complaint under the Bullying & Harassment Policy, and can provide support and advocacy to someone who is accused. The Students' Union can also facilitate mediation between students.

Bullying and Harassment Support Advisors Network

The University operates a network of Bullying and Harassment Support Advisors who can be approached by students. You can contact advisors at durham.ac.uk/equality/diversity/harassment/supportadvisors or through the Report and Support online tool by making a report.

College Student Support

Staff in College Student Support offices can provide support and guidance for students being bullied or harassed.

JCRs, MCRs and GCR

Student representatives in Common Rooms can provide support and guidance.

The University Counselling Service

The University Counselling Service offers a high standard of service in professional counselling for any student who finds that their difficulties are hard to manage, and/or are affecting their studies. Please see durham.ac.uk/counselling.service for further details.

Making a complaint

Keep a note of the details of any relevant incidents, including dates, times and the names of any witnesses, as well as any relevant emails, notes, and so on.

Report and Support Online Tool

If you choose to report bullying and harassment, you can do so through the Report and Support tool at reportandsupport.durham.ac.uk.

This tool covers reports of unwanted behaviour, such as bullying and harassment, hate incidents, sexual misconduct and violence, and domestic abuse.

You have a right to make a complaint even if the behaviour is not directed at you personally, but instead at another student or a member of staff.

What happens next?

When you make a complaint, you can normally expect an initial acknowledgement within five working days.

If you have raised a complaint against a member of staff, the case will be referred to the Staff Bullying and Harassment Procedure.

In some instances, bullying and harassment may be considered under the University's Sexual Misconduct and Violence Policy. Please see the Sexual Misconduct and Violence Policy for more information (available via durham.ac.uk/colleges.se.division).

Differences in attitude, background and culture can often mean differences in the perception of what constitutes harassment or bullying. When the University is deciding whether a complaint is founded, the focus will therefore be on the impact on the individual and whether the behaviour breaches the values and standards of the University, rather than motive or intent. The values and standards of the University are outlined in the Student Pledge (available at durham.ac.uk/experience/colleges/pledge).

