

Dignity at Work and Study Guidance Note

How to deal with reports of bullying, harassment or discrimination

What do I do if I receive a report of bullying, harassment or discrimination?

If someone reports alleged bullying, harassment or discrimination to you, you should:

- Make sure that the person reporting the behaviour feels safe
- Try to ensure you are in a location where you will not be interrupted
- Clarify that you can listen, provide information and practical support in obtaining assistance from the appropriate internal sources
- Listen to their concerns
- Acknowledge that talking about the issue may be difficult for them
- If the disclosure is in relation to sexual harassment or assault, please refer to the [Addressing Gender Based Violence \(GBV\) and Sexual Harassment Policy](#) for additional information
- Signpost the complainant to the Dignity at Work and Study Policy and the associated guidance. If required, read through the guidance with them so they understand the options available for dealing with the matter.
- Encourage them to write down the instances of behaviour that are causing them concern, if they have not already done so
- Advise that they can access help in any of the following areas, and assist them to make contact if this is what they want you to do:

Staff Members

Human Resources Adviser / HR Partner
Supervisor/Line Manager/Head of School
[Trade Union Representative](#)
[Workplace Dignity Network](#)
[Education Support](#)

If they just want to talk things over confidentially before deciding on how to proceed they will also get support from:

- [Employee Assistance Programme](#) – 0808 168 2143
- [University Chaplaincy](#)

Students

Student Welfare Officer (Institute of Education in Medical and Dental Sciences only)
Personal Tutor/Regent/Supervisor
School Staff/Course Coordinator
Infohub Staff
[Student Advice & Support Office](#)
[University Chaplaincy](#)
[Student Residence Assistants](#)

If they just want to talk things over confidentially before deciding on what action they may wish to take, they can also get support from:

- [University Counselling Service](#)
- [Students' Union](#)
- [togetherall](#)

If the issue is in relation to a member of staff, inform HR, if the complainant is happy for you to do so. If the issue is in relation to a student, inform Student Support, if the complainant is happy for you to do so.

Keep the information confidential. Do not discuss outside of any formal process that may be instigated.