How to report unwanted behaviour

What happens when I report through Report + Support?

Unwanted behaviour occurs

Step 1
Visit the Report and Support tool. User is asked whether they would like to:

a) report anonymously

User can also access sources of support e.g. chaplaincy, counselling, peer support, external organisations. The anonymous report will inform prevention and response activities

OR b) with contact details

a) Speak to advisor

OR b) continue with report

Advisor route
User will speak with a trained advisor who will signpost the user to sources of support AND outlines reporting options

Step 2
Report triaged by Report + Support team

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

Step 3
Process and timeframe will depend on the type of unwanted behaviour (e.g. sexual misconduct and violence/bullying and harassment)

Step 4
Report assigned to:

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

OR a case manager who specialises in supporting cases of Sexual Misconduct and Violence (SMV), domestic abuse and stalking, for reports relative to SMV

Step 5
Report can be resolved through:

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

Or formal route (step 6)
if the issue is not appropriate for informal resolution

Or for smv
For SMV reports, reporting parties will be offered a meeting with the specialist case manager where they will be provided information about their options and given the choice to make a formal report to the police and/or confirm their formal report and/or receive advice on available support

Step 6
Reports that require formal investigation

SMV
SMV reports are dealt with by specialist case managers and trained trauma-informed investigators

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

Staff
Investigation managed by HR

Step 7
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**

Visit the Report + Support tool: reportandsupport.durham.ac.uk

Durham University