

DIGNITY AT WARWICK POLICY

Human Resources/Deputy Registrar's Office
Updated October 2014 – Version 4

SR/HR/Dignity at Warwick

1.0 POLICY STATEMENT

- 1.1 The University is committed to ensuring a working and learning environment in which all University members (staff and students) are treated fairly and with dignity and respect. On joining the University all members will be made aware of this policy. All contractors engaged by the University will also be notified of this policy.
- 1.2 The aims of this policy are to:
- ensure the dignity of all at the University
 - ensure that differences are respected and valued
 - demonstrate our commitment to equality and diversity
 - set out the responsibilities of individual members of the University community in preventing harassment or bullying
 - outline the procedures to be followed if harassment or bullying occurs
- 1.3 This policy covers work-related and study-related events (including social events) that may be off-campus, including overseas, as well as the normal working and learning environment.
- 1.4 This policy details procedures for dealing with potential breaches of the policy, including harassment or bullying, in relation to both staff and students. Please see section 7.0 for further details.

2.0 EQUALITY AND DIVERSITY STATEMENT

- 2.1 The University is proud of its cosmopolitan nature and has a strong commitment to equality and diversity, expressed through the following statement:

“The University of Warwick, recognizing the value of sustaining and advancing a safe and welcoming environment, strives to treat both employees and students with dignity and respect, to treat them fairly with regards to all assessments, choices and procedures, and to give them encouragement to reach their full potential. The University aims to eliminate unjustifiable discrimination on the grounds of gender, gender reassignment, pregnancy and maternity, marriage and civil partnership, sexual orientation, race, nationality, ethnic or national origin, political beliefs, religious beliefs or practices, disability, marital status, family circumstances, age, spent criminal convictions or any other personal protected characteristics.”

3.0 RIGHTS AND RESPONSIBILITIES

- 3.1 All staff and students have the right to be treated fairly, a responsibility to encourage a culture of dignity and respect and to challenge inappropriate behaviour. Managers, and others in a position of authority, have a particular responsibility for leading by example, identifying harassment or bullying if it occurs and taking prompt action to stop it.
- 3.2 The University expects all members of the University to recognise their responsibilities and to:
- behave in a way that respects the rights and dignity of others
 - treat others fairly

- display courtesy and good manners in every interaction appreciating that individuals have different styles and expectations
- value differences in others and the contribution they make
- work and study within the University on a co-operative basis
- demonstrate a commitment to upholding the University's policy on equality and diversity.

3.3 Dignity and respect are explicitly included in the terms and conditions of employment for every member of staff. At enrolment, each student agrees to abide by the University's regulations as set out in the University calendar (including the Disciplinary Regulations).
<http://www.warwick.ac.uk/calendar/section2/regulations/disciplinary/>

3.4 Violent physical crimes and crimes of a sexual nature are abhorred by the University and victims are strongly encouraged to report such matters to the Police. You should also immediately report any such incident to someone in authority in the University, e.g. Security, your Warden (if you live on campus), your Personal Tutor, Head of Department/ School, line manager or the University's Senior Tutor.

3.5 The University will be responsible for providing awareness/training on this policy on a regular basis.

4.0 HARASSMENT, BULLYING AND DISCRIMINATION

4.1 In the Equality Act 2010 harassment is defined as "unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual." The protected characteristics are age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, pregnancy and maternity and marriage or civil partnership. Harassment will amount to unlawful discrimination if it relates to any of these personal protected characteristics.

4.2 Unlawful discrimination may also occur by perception or by association where a person engages in unwanted conduct towards another because she/he perceives the recipient has, or is associated with someone who has, a relevant, protected characteristic. For example, if a manager denies an employee a new post because she/he is taking care of a disabled relative, and the manager thinks that the employee will not have any time for new duties, this could amount to associative discrimination as disability is one of the protected characteristics.

4.3 Bullying is a form of harassment and is characterised by the Advisory, Conciliation and Advice Service (ACAS) as offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate or injure.

4.4 The University regards all forms of harassment or bullying as unacceptable. Conduct may constitute harassment or bullying whether or not the person behaving in that way intends to cause offence. This also applies to people who are not the subject of the harassment or bullying, but who may witness and be offended by it. Harassment or bullying creates conditions or an environment about which a reasonable person could justifiably complain and where a person's dignity is violated.

4.5 Harassment or bullying may consist of persistent behaviour, although one single act may be considered sufficiently serious to warrant disciplinary action, up to and including dismissal of staff, or expulsion of students.

4.6 Examples of unacceptable behaviours include, but are not limited to the following:

- unnecessary or unwanted physical contact
- demeaning comments about a person's appearance
- compromising and unwanted sexual invitations or demands
- racial harassment – including racist jokes or graffiti
- displaying material that is likely to cause offence to others
- verbal or written abuse including non-communication and deliberate and/or inappropriate exclusion from social events or day to day activities
- derogatory name-calling and insults
- threats of a physical or psychological nature
- victimisation because of someone's gender, race, disability, sexual orientation, age, religion or other beliefs, sexual orientation, gender reassignment, pregnancy and maternity, marriage and civil partnership
- bullying behaviour or language that causes fear or distress to others
- abuse of power by someone in a position of authority
- incitement of others to commit harassment
- cyber bullying for example by email or the use of social networking sites to post derogatory messages or distribute confidential information about someone
- inappropriate and derogatory remarks made in connection with performance
- the use of inappropriate literature, pictures, books or tapes to bully or harass others
- unwelcome jokes or comments of a sexual or racial nature, or about an individual's age, disability, sexual orientation or religion or any other protected characteristic
- excluding an individual because she/he is associated or connected with someone with a protected characteristic, e.g. her/his child is gay, partner is black or parent is disabled.
- ignoring an individual because she/he is perceived to have a protected characteristic when she/he does not, in fact, have the protected characteristic
- spreading malicious rumours or insulting someone
- picking on someone or demonstrably setting them up to fail
- fostering isolation or non-cooperation at work

4.7 An employee may make a complaint if they believe they are being harassed whilst at work or study by someone who is not employed by or studying at the University but are associated with it (i.e. contractors or visitors), and any such incidents should be reported to the Head of Department or a relevant manager.

5.0 CYBER BULLYING AND THE USE OF SOCIAL NETWORKING SITES

5.1 Cyber bullying is a term used to refer to bullying through electronic media, usually via social networking sites, personal web pages, emails, twitter, text messages, personal space provided by internet providers, and internet presence including blogs such as Facebook, MySpace and Web2, and all other social media whether private, personal or public. In using all social media or posting online all staff and students should consider the content, language and appropriateness of such communications.

5.2 The following guidance is relevant for both students and staff in relation to online behaviour:

- avoid using language which would be deemed to be offensive, threatening or humiliating to others in a face-to-face setting as the impact on an individual may be much the same or worse as it may not be possible to delete online information
- avoid forming or joining an online group that isolates or victimises fellow students or colleagues
- ensure that social networking sites are not used to access or share illegal content
- avoid defamatory comments in relation to employees, students, customers or suppliers of the University
- do not share confidential information regarding a University employee, student, customer or supplier.

Staff and students are encouraged to report incidences of inappropriate on-line behaviour.

If alleged cyber bullying or harassment is reported it will be dealt with in accordance with this Policy and may lead to disciplinary action in the same way as incidents that take place in a face-to-face setting.

- 5.3 Staff and students should ensure they comply with the University's Regulations governing the use of University Computing Facilities at <http://www2.warwick.ac.uk/services/gov/calendar/section2/regulations/computing> and the University E-mail Policy at <http://warwick.ac.uk/its/policies>

6.0 WHAT TO DO IF YOU FEEL CONCERNED

- 6.1 Unless it is inappropriate, e.g. as in the case of a serious sexual assault, every effort should be made to resolve the complaint informally. Sources of guidance and support and options to address your concerns informally are included in Appendix A (for Staff) and Appendix B (for Students).
- 6.2. If an individual makes an informal complaint of harassment or bullying the University has a duty of care to consider how to deal with it; in some circumstances this may include carrying out an investigation with or without the complainant's cooperation, if it is felt that there is an institutional risk or a risk to others. However, all attempts will be made to secure the complainant's agreement to an investigation. Unless it is inappropriate, every effort should be made to resolve the complaint informally.
- 6.3 The University will seek to support any individual who may be subjected to a detriment if she/he has, in good faith, complained that someone has been bullying or harassing her/him or someone else, or has supported someone to make a complaint or given evidence in relation to a complaint.
- 6.4 Serious harassment or bullying may amount to other civil or criminal offences e.g.: a civil offence under the Protection from Harassment Act 1997, and criminal offences of assault.

7.0 COMPLAINTS INVOLVING STAFF AND STUDENTS

- 7.1 In the first instance, unless it is inappropriate, complaints should be dealt with informally. The procedures to be followed for reporting, investigating, and resolving complaints made by staff under this Policy are set out in Appendix A and complaints from students in Appendix B. In circumstances where complaints involve staff and students, the initial process to be followed

will be that most relevant to the complainant (Appendix A for staff complaints and Appendix B for student complaints), though any potentially recommended disciplinary action will be in line with the most appropriate procedure for the individual. If the complainant is a student the Student Complaints Resolution Pathway will apply and further advice and guidance, including the Student Complaints Resolution Procedure: <http://www.warwick.ac.uk/studentfeedbackandcomplaints/> or if the complainant is a member of staff the University's grievance procedure will apply, which is available at: <http://www2.warwick.ac.uk/services/humanresources/newpolicies/grievance> or in Statute 24 (Part VI Grievance Procedures) for academic staff at: <http://www2.warwick.ac.uk/services/gov/calendar/section2/charterstatutes/secondschedule2/>

8.0 VEXATIOUS OR MALICIOUS COMPLAINTS

- 8.1 If, at any time, there is evidence that complaints have been made vexatiously or maliciously or the complaint is deemed not of genuine substance by the Registrar and Chief Operating Officer (or a nominated representative), no further action will be taken regarding the complaint.
- 8.2 Disciplinary action may be taken in relation to the complainant if the complaint is considered to be vexatious or malicious.

9.0 IMPACT ASSESSMENT

- 9.1 This policy will be monitored and reviewed on a regular basis.
- 9.2 The University of Warwick recognises its responsibility to ensure that no-one is discriminated against or disadvantaged, through membership of any particular group, or on the grounds of age, disability, gender, gender reassignment, race, religion and belief, marriage and civil partnership, pregnancy and maternity, or sexual orientation. For additional information please refer to the University's Equality and Diversity website: <http://warwick.ac.uk/equalops/>.

APPENDIX A

GUIDANCE FOR STAFF

1.0 RESPONSIBILITY

- 1.1 All members of the University are responsible both legally and morally for promoting positive behaviour and ensuring that individuals do not suffer any form of discrimination or harassment or bullying, and that they are encouraged and supported in any legitimate complaint. All staff are encouraged to examine their own behaviour, particularly if they are in a position of authority over other employees, students or third parties.

2.0 DIFFERENCES BETWEEN HARASSMENT/BULLYING AND ASSERTIVE MANAGEMENT

- 2.1 There are differences between harassment and/or bullying and assertive management. Harassment and/or bullying is always unfair and may undermine someone's efforts to perform well. Assertive management, on the other hand, may involve setting demanding – but fair and achievable – targets and standards of behaviour appropriate to someone's job, grade and level of responsibility. It is important for managers to ensure that when it is necessary to address performance concerns, give critical feedback, or take disciplinary action in relation to a member of staff, it is done fairly and constructively, and the University's procedures and guidance are followed.
- 2.2 It is also important for staff to recognise every individual has a responsibility to understand that views and opinions held by others and decisions made by managers and supervisors may not always coincide with their own; such differences are unlikely to constitute harassment and bullying unless they are raised, or dealt with, in an unfair way.

3.0 WHAT CAN I DO IF I AM AFFECTED?

- 3.1 In the first instance staff are encouraged to seek to resolve the matter informally where appropriate.
- 3.2 Staff are encouraged where possible to raise issues with the relevant individual(s) before they escalate. The University encourages the constructive discussion of differences of views and approaches.
- 3.3 If the way you are being treated at work or in a work-related context, either by an individual or a group, causes you concern you may wish to seek advice or help in the following ways:
- (a) you could seek support or advice from a friend, a work colleague or trade union representative
 - (b) you may contact the Counselling Service (02476 523761) - <http://www2.warwick.ac.uk/services/tutors/counselling/>
 - (c) you may contact a member of staff who has been trained to help in this type of situation. A list of staff trained as 'Dignity Contacts' is available at the end of this appendix.

- 3.4 If you opt for an informal route, this will not prejudice your right to submit a formal complaint at a later stage. The University recognises that it is not always appropriate to use the informal procedure e.g. a serious sexual assault.
- 3.5 The University will respect the particular sensitivity of harassment complaints and their consequences as well as the need for the confidentiality of records concerning allegations or complaints of harassment.

4.0 INFORMAL OPTIONS

- 4.1 If you feel you have been or are being subjected to harassment or bullying by a member of staff, a student, or any other party, do not feel that it is your fault or that you should have to tolerate it. Possible informal options to address your concerns include:
- make it clear to the person or persons causing the offence that their behaviour is unacceptable to you; you could approach the person directly, or through someone acting on your behalf, or you could ask someone to attend a meeting with you for moral support. If you are able to explain to the person that their behaviour is offensive to you and why, this may be sufficient to resolve the problem. If the offender is a third party or contractor, the Head of Department (or other appropriate manager) should also be informed.
 - another option could be for you to write directly to the person causing the offence explaining what behaviour you are finding offensive, and how their behaviour is impacting on you. You should consider carefully the content of the letter and the context in which the message is delivered, and whether you are able to meet with the person causing the offence to discuss the issues raised. If not, you may ask for a written response.
 - you could seek support or advice from a friend, a work colleague or trade union representative
 - you may contact the Counselling Service (02476 523761) - <http://www2.warwick.ac.uk/services/tutors/counselling/>
 - you may contact a member of staff who has been trained to help in this type of situation. A list of staff trained as 'Dignity Contacts' is available at the end of this appendix.
 - if the alleged harassment and/or bullying is occurring within a team, you may wish to speak to your team leader or other appropriate line manager.
- 4.2 If the behaviour persists following an approach, or if such an approach is not possible, begin to take a note of the date and details of any relevant incidents which distress you, including a note of the impact the incidents have on you.
- 4.3 It can be very difficult to approach someone you believe has been harassing or bullying you. This is understandable and this document outlines the support mechanisms that are available to help you. However, if you feel unable to approach the person concerned, it does not constitute consent to the harassment or bullying, nor will it prejudice any formal complaint you may bring.

5.0 MEDIATION

- 5.1 Mediation is a process of dispute resolution in which an impartial third party (the mediator) facilitates a series of private and joint meetings (if appropriate) with the parties to identify a mutually acceptable and appropriate resolution, on an informal or formal basis.
- 5.2 The University at its discretion may arrange for both parties to attend mediation, where it is agreed by both parties that this approach may be useful in resolving work relationship issues. The mediator will help to identify what has happened by speaking confidentially to all parties, assess the best way to bring the parties together, explore the issues and build the agreement for future working relationships.
- 5.3 No information is reported back to the University and/or line managers without the participants' permission as mediation is viewed as confidential between the parties involved.
- 5.4 Further advice on mediation is available from your link HR Adviser.

6.0 MAKING A FORMAL COMPLAINT

- 6.1 If the issue is not resolved by an informal approach you may decide to raise the matter formally under the University's arrangements for dealing with grievances. These may be found for non-academic staff at <http://www2.warwick.ac.uk/services/humanresources/newpolicies/grievance> or in Statute 24 (Part VI Grievance Procedures) for academic staff at: <http://www2.warwick.ac.uk/services/gov/calendar/section2/charterstatutes/secondschedule2/>
- 6.2 In bringing a formal complaint of harassment/bullying, you will need to provide:
- the name of the person whose conduct you consider amounts to harassment or bullying;
 - the type of conduct that is causing offence, together with specific examples if possible;
 - dates and times when incidents of harassment or bullying occurred, and where they occurred;
 - the names of any staff or other students who witnessed any incidents, or who themselves may have been the victims of harassment or bullying by the same person; and
 - any action that you have already taken to try to deal with the issues raised.
- 6.3 During the process of dealing with the grievance, the Head of Department (or nominated representative) should take appropriate and reasonable steps to minimise and/or supervise any contact between the relevant parties and to keep them informed of these steps at all times. The University reserves the right to suspend any member of staff on normal full pay during any investigation process to protect individuals (suspension on normal full pay is not a disciplinary sanction).
- 6.4 Every safeguard must be made against the possibility of recrimination or victimisation, particularly in cases where a grievance is upheld. The Head of Department (or nominated representative) has a duty to monitor the longer term situation as far as possible, both in respect of day to day working relations within the department and in the wider community.

7.0 POSSIBLE OUTCOMES OF A COMPLAINT

- 7.1 No further action may be taken where the claim(s) of harassment were not upheld. However, where there is a continuing working relationship between both parties the Head of Department must ensure that appropriate steps are taken to help to restore a reasonable working relationship between the parties.
- 7.2 Where the allegation(s) of harassment have been upheld relevant actions in line with the University's disciplinary procedures may be implemented.

8.0 ROLE OF DIGNITY CONTACTS

- 8.1 Dignity Contacts will provide confidential support to individuals who may be experiencing difficulties relating to harassment and/or bullying. Dignity Contacts may provide guidance on possible options open to the individual. It will be for the individual to decide if they wish to pursue any of the options open to them.
- 8.2 Dignity Contacts have been given appropriate training in relation to the policy and any relevant areas of legislation. They will also be provided with ongoing support and confidential advice where appropriate from the Human Resources team.

9.0 WHAT HAPPENS IF I AM ACCUSED OF HARASSMENT OR BULLYING?

- 9.1 If you are approached informally by someone or on behalf of someone about your conduct or behaviour you should carefully consider the information provided as it may be that you have upset or offended someone unintentionally. If that is the case the person who approached you may be content with your explanation and an apology, together with an assurance from you that you will not repeat the conduct or action.
- 9.2 If you are approached about informal allegations in relation to your conduct or behaviour and mediation is proposed as an option then you should carefully consider this as a helpful way forward to resolve the concerns raised. Mediation will only be viable where both parties agree to mediation.
- 9.3 If a formal complaint is made about your behaviour this will be investigated in line with the relevant disciplinary procedures. You will have the right to be accompanied by a trade union representative or work colleague in any formal meetings you are invited to attend in relation to the allegations, to receive relevant information on the allegations, and the right to respond to the allegations.
- 9.4 The University will take appropriate action to ensure that anyone who believes that they are the subject of harassment or bullying does not suffer victimisation for having brought the complaint.
- 9.5 The University will respect the particular sensitivity of harassment complaints and their consequences as well as the need for the confidentiality of records concerning allegations or complaints of harassment.

10.0 CONTACTS AND FURTHER INFORMATION

- 10.1 UCU and Unison have representatives who specifically focus on Equality and Diversity aspects, and are willing to speak to individuals who may have concerns around Dignity at Work.

UCU website: <http://www.ucu.org.uk/recourse>

Unison website: <http://www.unison.org.uk/>

- 10.2 Further information is available from <http://www2.warwick.ac.uk/services/equalops/> or from your link HR Adviser.

**SOURCES OF SUPPORT
DIGNITY CONTACT VOLUNTEERS**

CONTACT	JOB TITLE	DEPARTMENT	TEL NUMBER/E-MAIL
Claire Algar	Equality and Diversity Coordinator	HR	C.Algar@warwick.ac.uk 024 7552 2356
Rachael Barnes	Strategic Projects Manager	Centre for Lifelong Learning	Rachael.Barnes@warwick.ac.uk 024 7657 4212
Antony Brewerton	Head of Academic Services	Library	Antony.Brewerton@warwick.ac.uk 024 7657 5790
Pippa Collins	Accommodation Services Manager	Warwick Retail	Pippa.Collins@warwick.ac.uk 024 7652 2753
Ann Dixon	Associate Professor	Chemistry	Ann.Dixon@warwick.ac.uk 024 7615 0037
Vanessa Goodship	Principal Research Fellow	WMG	V.Goodship@warwick.ac.uk 024 7657 2934
Stephen Hughes	Head of Facilities	Estates	S.A.Hughes@warwick.ac.uk 024 7657 3352
Yasmin Kosar	IMR CDT Administrator	Physics	Y.Kosar@warwick.ac.uk 024 7615 1705
Martin Mik	Assistant Registrar (Learning and Teaching)	Academic Office	M.Mik@warwick.ac.uk 024 7615 1698
Fal Patel	HR Officer	Biological Sciences	Fal.Patel@warwick.ac.uk 024 7652 3564
Anthea Pablow	University Councillor	DR	A.E.Pablow@warwick.ac.uk 024 7552 2516
Caroline Peck	Deputy Programmes Officer(Masters)	WBS	Caroline.Peck@warwick.ac.uk 024 7652 4313
Anna Preston	Student Experience Manager	Centre for Lifelong Learning	A.Preston@warwick.ac.uk 024 7652 8459
Steve Robinson	Head of Service Delivery	IT Services	Steve.Robinson@warwick.ac.uk 024 7652 3255
Rosalind Roke	Senior Assistant Registrar	Deputy Registrar's Office	R.L.Roke@warwick.ac.uk 024 7615 0949
Jim Sewell	Senior Finance Officer – Fees	Academic Office	James.Sewell@warwick.ac.uk 024 7652 2739
James Smith	Assistant Registrar	Finance Office	James.H.Smith@warwick.ac.uk 024 7652 4913
Sandy Sparks	Learning and Development Advisor	LDC	Sandra.Sparks@warwick.ac.uk 024 7657 4121
Gerard Sharpling	Senior Teaching Fellow	Centre for Applied Linguistics	Gerard.Sharpling@warwick.ac.uk 024 7657 2885
Clive Singleton	General Commercial Manager	Warwick Conference Parks and Events	Clive.Singleton@warwick.ac.uk 024 7652 8285
Stephanie Smart	Secretary	Medical School	S.J.Smart@warwick.ac.uk 024 7615 0493
Sandy sparks	LDC Advisor	HR	Sandra.Sparks@warwick.ac.uk 024 76 574121
Julie Taylor	Events & Operations Manager	Warwick Conference Park and Events	Julie.M.Taylor@warwick.ac.uk 024 7657 2654
Darren Wallis	Director of Strategic Programme Delivery	Deputy Registrar's Office	Darren.Wallis@warwick.ac.uk 07824 541190

Jane Wilson	Accommodation Services Campus Manager	Warwick Accommodation	Jane.Watkins@warwick.ac.uk 024 7657 3026
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All Dignity Contacts have been trained and cover a wide range of staff roles and departments. You may choose to approach a contact within or out with your Department and you may approach any of the Contacts directly. Alternatively, please contact Sandra Beaufoy in Human Resources (02476 574479 or extension 74479, e-mail: S.Beaufoy@warwick.ac.uk) if you want to discuss the selection of an appropriate Dignity Contact.

University Counselling Service – ext. 02476 523761 or
<http://warwick.ac.uk/counselling/staffcounselling/appointments/>

Health Centre - 02476 524888 or extension 24888

Samaritans - 08457 90 90 90 (open 24 hours)

Coventry Citizens Advice Bureau – 02476 223284

College and University Support Network - <http://www.ucu.org.uk/recourse>

Equality and Human Rights Commission – www.equalityhumanrights.com or 0808 800 0082 / Text phone 0808 800 0084

National Bullying Helpline - <http://www.nationalbullyinghelpline.co.uk/contact.htm>

APPENDIX B

GUIDANCE FOR STUDENTS

1.0 RESPONSIBILITY

- 1.1 All members of the University are responsible for ensuring that individuals do not suffer any form of harassment or bullying and that they are encouraged and supported in any legitimate complaint. Students are encouraged to examine their own behaviour and where possible to raise issues with the relevant individual(s) before they escalate. The University encourages the constructive discussion of differences of views and approaches.
- 1.2 Harassment and bullying are covered by the University's Disciplinary Regulations: <http://warwick.ac.uk/calendar/section2/regulations/disciplinary>. An allegation of harassment or bullying may be considered under these Regulations. If an allegation is upheld a penalty may be imposed. A range of penalties are available under the Disciplinary Regulations, including fines, expulsion from the University and other sanctions.

2.0 WHAT CAN I DO IF I AM AFFECTED?

- 2.1 In the first instance students are encouraged to seek to resolve the matter informally where appropriate.
- 2.2 You are encouraged where possible to raise issues with the relevant individual(s) before they escalate. The University encourages the constructive discussion of differences of views and approaches.
- 2.3 If the way that you are being treated either by an individual or by a group makes you feel upset, threatened, or humiliated then talking it over could be a helpful first step to address the issues. Being subjected to harassment can be a distressing experience. There are several options for advice, and support. Talking to someone will make you feel less alone and may help you to deal with your experience. You may wish to seek advice or talk to any of the following:
- a friend
 - a member of the University's residential life team including your Warden if you live on campus
 - Student Support Services (see <http://warwick.ac.uk/supportservices>), in particular the Counselling Service, telephone 02476 523671 or extension 23761
 - Students' Union Advice Centre (see <http://warwicksu.com/advice>), telephone 02476 572824 or extension 72824
 - Welfare and Campaigns Officer (Students' Union sabbatical officer), telephone 02476 572778 or extension 72778
 - Nightline (note though that Nightline is a listening service and will not offer advice), 9pm-9am, telephone 02476 417688 or extension 22199
 - Chaplaincy, telephone 02476 523519 or extension 23519
 - University Senior Tutor 02476 522761 or extension 22761
- 2.4 Complaints from students under this Policy will be considered within the University's Student Complaints Resolution Pathway. The Pathway has three levels:

- Stage 1: Frontline/Local Resolution
- Stage 2: Formal Departmental Resolution
- Stage 3: Formal Institutional Review and Final Resolution

Students should typically seek informal resolution at Stage 1 with any complaint unless there are exceptional circumstances which make it inappropriate to do so. **Stage 1 would include steps set out in 2.2 above.** The University recognises that it is not always appropriate to use informal mechanisms for resolving complaints (e.g. a serious sexual assault) and you should in these circumstances report it to the Police or Security as soon as possible as well as seek support.

Further information about the Pathway in addition to the formal Student Complaint Resolution Procedure document are available at www.warwick.ac.uk/go/studentfeedbackandcomplaints/. If you have any questions or require further information about the Pathway, email Studentcomplaints@warwick.ac.uk

- 2.5 You may be concerned about the consequences of making a complaint in case it affects your relationship with the person concerned, or you may be worried that you might suffer victimisation for having brought the complaint. If you are concerned about this, please make this known when you make your complaint. University staff will then be able to work with you to decide how best to address your concerns.
- 2.6 Students are encouraged to raise complaints as soon as possible and if at all possible, within three months of the problem becoming apparent.

3.0 MEDIATION

- 3.1 Mediation in the context of complaint resolution is a structured joint attempt to clarify and resolve an incident or problem through dialogue and negotiation, facilitated by a trained mediator with no connection to the complaint or the other individuals involved. Mediation is available at any stage in the complaints process and is used with the agreement of all parties involved. It is a confidential process, the aim of which is to recognise the problem, address its impact upon the parties, look for means to enable the student to proceed with their studies at Warwick, and ideally agree on a workable outcome. See section 9 of the Student Complaint Resolution Procedure for further information about the use of mediation within the Student Complaints Resolution Pathway.

4.0 POSSIBLE OUTCOMES OF A COMPLAINT

- 4.1 No further action may be taken where the claim(s) of harassment are not upheld. While an outcome will be provided to the student complainant, it may not be possible to provide the full details of any resulting disciplinary action that is taken. However, where there is a continuing work/study relationship between both parties the Head of Department must ensure that appropriate steps are taken to help to restore reasonable work/study relationships between the parties, for example through mediation.
- 4.2 Where the allegation(s) of harassment have been upheld, relevant actions in line with the University's disciplinary procedures may be implemented. The Head of Department will work with the link HR Adviser and your Personal Tutor or the University's Senior Tutor to ensure that

a way forward is agreed for any ongoing work/study relationship between the parties concerned.

5.0 WHAT HAPPENS IF I AM ACCUSED OF HARASSMENT OR BULLYING?

- 5.1 If you are approached informally by someone or on behalf of someone about your conduct or behaviour you should carefully consider the information provided as it may be that you have upset or offended someone unintentionally. If that is the case the person who approached you may be content with your explanation and an apology, together with an assurance from you that you will not repeat the conduct or action.
- 5.2 If you are approached about informal allegations in relation to your conduct or behaviour and mediation is proposed as an option then you should carefully consider this as a helpful way forward to resolve the concerns raised. Mediation will only be viable where both parties agree to mediation.
- 5.3 If a formal complaint is made about your behaviour this may be considered in line with the relevant disciplinary procedures, in particular Regulation 23 on Student Disciplinary Offences which is available at:
<http://warwick.ac.uk/calendar/section2/regulations/disciplinary/>
- 5.4 Should an allegation be made against you, do remember that there is a range of services that could provide you with support as set out in section 2.3 above, including Student Support Services and the Students' Union Advice Centre.
- 5.5 The University will respect the particular sensitivity of harassment complaints and their consequences as well as the need for the confidentiality of records concerning allegations or complaints of harassment.