

## Guidance to Support Students who have Experienced Bullying and / or Harassment

**Bullying or harassment is behaviour that might be offensive, distressing or frightening. It can be intimidating, malicious or insulting behaviour, an abuse or a misuse of power by undermining, humiliating or injuring somebody.**

If you believe you are being bullied or harassed by another student, a staff member or someone not affiliated with the University whilst at Brunel, you should not have to tolerate it or feel that it is your fault.

**If you are a student:** see advice for students below.

**If you are a member of staff and need support:** see the Dignity at Work policy - <https://intra.brunel.ac.uk/s/hr/Pages/Dignity-at-Work.aspx>.

**If you are a member of staff supporting a student:** see advice for students and staff below.

### Advice for students

You are encouraged to seek help to stop you feeling alone and to decide how you want to deal with your experience. We suggest you do this as early as you can to stop the issue escalating.

The University is committed to providing an environment free from bullying and harassment and takes any incidents of bullying and harassment very seriously. For further information please see the Bullying and Harassment Policy.

Don't blame yourself and don't delay getting support. You can talk to:

- a personal tutor, a lecturer or another member of staff such as a TPO in your College
- the Student Support and Welfare Team either face to face by visiting the Student Centre or via phone 67045 or email [studentsupport@brunel.ac.uk](mailto:studentsupport@brunel.ac.uk)
- the Report and Support Portal where you can disclose your personal details or make an anonymous report - [www.reportandsupport.brunel.ac.uk/](http://www.reportandsupport.brunel.ac.uk/)
- the Advice & Representation Centre (ARC) - <https://brunelstudents.com/advice/getadvice/>
- the Union of Brunel Students (UBS) - <https://brunelstudents.com/>
- anyone else whom you feel comfortable with.

Deciding what to do can be difficult. Every situation will be different and there will be a range of options available to you depending on the circumstances and the outcome you are seeking to achieve. Talking through these options with a member of staff is highly recommended. They can help you decide if you want to take the matter further, advise you on what would happen next and explain how you can be supported. Please see the options below.

It is always useful to make a note of incidents, including any corresponding dates and times, so that you can give specific examples. You should also note if there were any witnesses present. Taking photos or screenshots of offensive written or visual material can also be very helpful.

<b>Share your experience</b>	<b>What options are there to get a resolution?</b>	<b>Make a formal complaint</b>	<b>Report to the police</b>
<p>Talk through what has been happening and how it is making you feel.</p> <p>Decide what you would like to do next.</p>	<p>Direct communication between you and the person carrying out the bullying/harassment e.g. a chat or an email to explain why their behaviour is unacceptable and how it makes you feel and that you want it to stop (this could take about 2 weeks to get a resolution).</p> <p>Ask a member of staff to act on your behalf and share your concerns to explain why the behaviour of the person carrying out the bullying/harassment is unacceptable and how it makes you feel and that you want it to stop (this could take about 2</p>	<p>Sometimes you might want to make a formal complaint.</p> <p>To do this, you should use the University's Complaints Procedure or the Union of Brunel Students procedure.</p> <p>This usually involves a preliminary enquiry or investigation being conducted which will identify a resolution and any actions to be taken.</p> <p>This process could take up to 3 months.</p> <p>If the incident took place in University accommodation,</p>	<p>Some incidents mean that individuals will be liable to prosecution under the law such as physical assault, stalking or rape. If you are assaulted on campus, we encourage you to report it to Security or the campus Police Officer immediately <b>by dialling 66943 internally or 01895 255786. Or if an emergency, call 999.</b></p> <p>Once the incident has been reported, the Police may decide to investigate it.</p> <p>This process may take several months.</p>

	<p>weeks to get a resolution).</p> <p>Use the Mediation Service available at the Student Centre to arrange a meeting with yourself and the person carrying out the bullying/harassment to find a resolution – call 01895 267045 (this could take about 1 month to get a resolution).</p>	<p>you are advised to use the Accommodation Procedures.</p>	
<p>Get emotional support from Student Support and Welfare at any time – <a href="https://students.brunel.ac.uk/support/book-an-appointment-through-our-support-welfare-team">https://students.brunel.ac.uk/support/book-an-appointment-through-our-support-welfare-team</a></p>			

Outcomes will vary from case to case and it is helpful to think about what you would like to achieve. Examples could include:

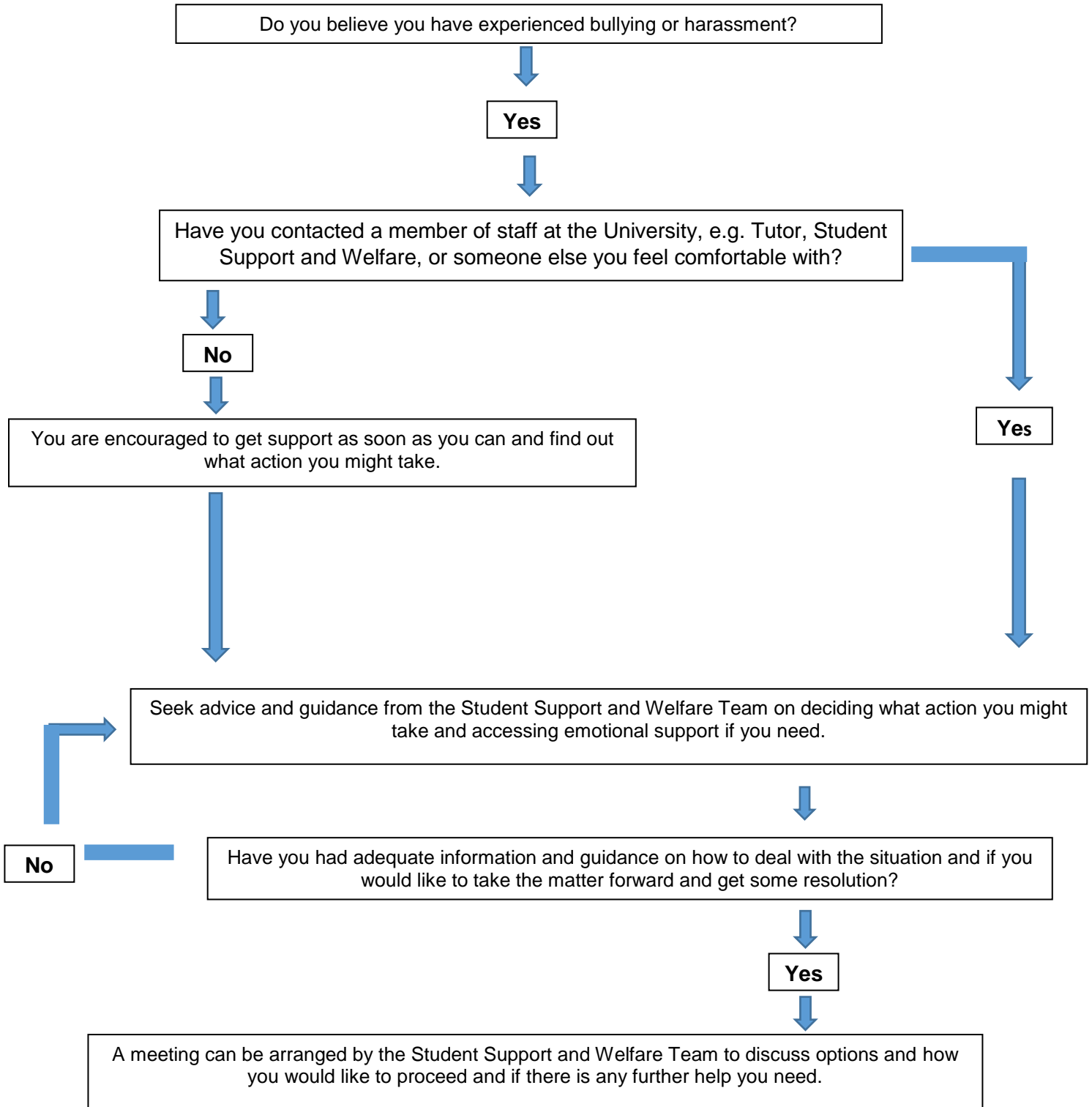
- An apology and genuine understanding why the behaviour was not acceptable
- No further contact both off and online
- Moving out from shared accommodation
- A ban from specified communal/social spaces (on or off campus) for a specified period of time
- A change of tutor to conduct assessment.

Sometimes it can be difficult to reveal the name of the person you want to report or complain about and this potentially could limit the options for resolution. However it might still be possible for the University to promote such examples of what behaviour is not acceptable through the University staff development programmes.

You may ask that everything is kept confidential. However this cannot be guaranteed; particularly in the event of a criminal investigation where staff may be required to give evidence. In addition, if a member of staff receives a report of harassment and bullying, they must report it to the College Education Manager or Head of Student Support and Welfare, and therefore they may need to disclose sensitive information about the incident(s) which you have shared with them.

## Flowchart to support students who have experienced bullying or harassment

The flowchart below summarises the procedure and information provided in this guidance.



## Advice for staff

As part of your role as a member of staff at Brunel you may need to respond to reports of student bullying or harassment. This may occur as a result of:

- A student looking for support
- You observing an incident of inappropriate behaviour on campus e.g. in a lecture theatre, in a seminar, or in the library
- A student seeking help to resolve an incident of bullying or harassment informally
- A student wanting information about how to report a bullying or harassment incident.

Students may share their experience with you because they feel comfortable talking to you. Alternatively, should you feel confident to do so, you may need to actively respond to an incident you witness.

Your role is:

1. To provide initial support - The student may be distressed, upset or anxious. You should actively listen to their experience and how it is making them feel. Do not judge or question. Keep calm and give positive responses. Ensure that there is no immediate risk to the student – if you do perceive an immediate risk, contact security **by dialling 66943 internally or 01895 255786**. Discuss what they need and proceed to steps 2 and 3 below.
2. To inform the student of their options – see table above. You may wish to chat them briefly through their options or progress to point 3 below immediately.
3. To signpost them to the Student Support and Welfare Team by email [studentsupport@brunel.ac.uk](mailto:studentsupport@brunel.ac.uk) or phone: +44 (0) 1895 267045 and / or to use the Report and Support portal - [www.reportandsupport.brunel.ac.uk/](http://www.reportandsupport.brunel.ac.uk/) Feel free to accompany them to Student Centre in the Howell Building if that would be helpful.

Following the meeting you should send the student an e-mail summarising what was discussed with any guidance given and any follow up required. You should keep a copy of the e-mail in a secure location in case you need it in the future.

For further information about this guidance, please contact the Student Support and Welfare Team.