

## Report and Support – User Guidance 2024

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# Introduction

Birmingham City University and Birmingham City Students' Union are committed to providing a safe and supportive campus environment. If you experience, or have experienced any form of bullying, harassment, hate crime or sexual misconduct, you can report it and seek support via the Report and Support system.

Please note that Report and Support is not an emergency response system. If you are at immediate risk, please call 999. If it is not an emergency but you need support from campus security call 0121 331 6969.

## Reporting

There are two ways you can report something: report anonymously or report with contact details.



### Report + Support

Birmingham City University is committed to providing a safe and supportive campus environment. Report it here if you have experienced any form of bullying, harassment, hate crime or sexual misconduct. This is not an emergency response system, if you are at immediate risk, please call 999. If it is not an emergency but you need support from campus security call 0121 331 6969.

Details of internal and external support services are available via the Support link at the top of this page. For more information on Report and Support and how it works, please refer to the User Guidance available in the General Information section of the Support page.

In the event of an emergency situation where someone requires urgent support please contact emergency services via 999. For more information on Out of Hours support please visit [Crisis & out of hours support - Birmingham City University \(bcu.ac.uk\)](#)

There are two ways you can tell us what happened

Report anonymously

 or 

Report with contact details

An explanation of each process is in the relevant sections below.

## What types of behaviour does Report and Support relate to?

Report and Support is a platform for you to report any kind of unacceptable behaviour. In making a report you can select the following types of behaviour:

- Assault
- Bullying
- Discrimination
- Harassment
- A hate crime
- Sexual misconduct
- A Prevent concern
- A Safeguarding concern
- A Freedom of Speech concern

This list is not intended to be exhaustive, and you should not be put off making a report if the specific type of behaviour you want to report is not listed. In those circumstances, you can also select 'Other,' which will open a text box to allow you to describe the behaviour you are reporting.

For avoidance of doubt, a safeguarding concern could relate to, but is not limited to:

- Significant Mental Health concerns
- Suicidal thoughts/attempt
- Domestic abuse
- Housing/homelessness
- Self-harm
- Financial abuse
- Substance abuse
- Concerns relating to minors

The University and Students' Union will review the behaviours reported and amend categories where there is evidence to suggest they need to be updated or changed.

## Submitting a Report and Support

Where you choose to submit your contact details, we'll be able to help provide you with more direct support and will be in a better position to stop something similar from happening to anyone else. With contact details, we can ensure someone contacts you to provide support and guidance; and we can take formal action where it is deemed appropriate. If you tell us that you don't want any further action to be taken as a result of the information you have provided, we will take that into account and typically no further action would be taken. However, you need to be aware that exceptionally there may be occasions where as part of our duty of care we are required to investigate the incident and take any necessary action against individuals involved. This will be done only where necessary due to a significant risk or ongoing duty of care which we have to act upon. For example, you might report witnessing harm to a child on campus; or you might report something which we think indicates there is a risk of harm to others.

Choosing to report anonymously means we might not be able to help you directly, but can help others. The information you give us will help us to provide better support to others and inform prevention work across the university. It means we can track whether particular types of behaviour are occurring more than others, or whether incidents happen in one location more than others, for example. If you tell us that you don't want any further action to be taken as a result of the information you have provided, we will take that into account and typically no further action would be taken. However, you need to be aware that exceptionally there may be occasions where as part of our duty of care, we are required to investigate the incident and take any necessary action against individuals involved. This will be done only where necessary due to a significant risk or ongoing duty of care which we have to act upon. For example, you might report witnessing harm to a child on campus; or you might report something which we think indicates there is a risk of harm to others. For every anonymous report we will carefully consider

why you do not want any further action to be taken, as well as the safety and wellbeing of anyone else affected.

## What questions will I be asked?

We ask for the following information when you make a report:

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We know this is hard, some of the things to think about are when and where it happened. The more information you provide, the more we'll be able to help you or others. If your report includes allegations against named individuals, we will take appropriate action in response to your report; but for reasons of confidentiality, we may not be able to tell you exactly what action we take in respect of the individuals.

### Let us know what happened

### I would like to upload an image related to what happened

(e.g. screenshots of conversations. Please do not attach pictures of a graphic/sexual/violent nature. Should this evidence be needed we will contact you directly to advise you further)

No file chosen

We know it can be hard to describe what has happened, and what your concerns are, but the more information you provide, the more we'll be able to help you or others. Some of the things to think about are when and where it happened.

If you provide names of other individuals, we may not be able to take any action against them if you wish to remain anonymous; but we can use your report to continue and inform our prevention work.

### I would describe what happened as

- ☐ **An assault**  
An assault is where someone has caused another person to suffer harm. An assault may include physical harm or verbal abuse.
- ☐ **Bullying**  
Bullying is offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power to undermine, humiliate, denigrate or injure the recipient. It could take place online or offline and does not need to be deliberate.
- ☐ **Discrimination**  
Discrimination is when you are treated less favourably than another person because of something that makes you different (e.g. age, race, sexuality, disability or religion.)
- ☐ **Harassment**  
Harassment is behaviour which is unwanted and which violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment.
- ☐ **A hate crime**  
A hate crime is when you are being targeted with violent or abusive behaviour because of your race, gender, sexuality, disability or religion.
- ☐ **Sexual misconduct**  
Sexual misconduct is any unwanted conduct of a sexual nature e.g. rape, sexual assault, sexual harassment, 'revenge porn', domestic abuse, stalking, and coercive and controlling behaviour.
- ☐ **A prevent concern**  
Prevent relates to the University's legal duty to prevent people from becoming radicalised and / or being drawn into terrorism.
- ☐ **A safeguarding concern**  
Safeguarding is a process of making sure vulnerable children, young people and adults are protected from being harmed through abuse, neglect or exploitation. Harm, or the potential for harm, could be through the actions of others or the person themselves.  
  
Safeguarding types could include: Mental Health concerns, suicidal thoughts/attempt, housing/homelessness, self-harm, financial abuse, substance abuse or concerns relating to minors.  
  
We may need to seek further information to perform our safeguarding duties. If you are making a safeguarding report about someone else, please provide your own name and contact details so we can contact you about the report.
- ☐ **A Freedom of Speech concern**  
Restricting someone's freedom of speech takes away their right to express views and ideas freely.
- ☐ **Other**

If you are unsure what we mean by some of these terms, we have articles available on the Support page to help you understand what they mean. You can also read the information statement below each option.

Knowing when an incident occurred can help us assess any potential risk associated with the report. Reporting an incident as soon as possible ensures that support can be offered, and safeguarding can efficiently take place.

### When did the incident(s) occur?

- ☐ Within the last 24 hours
- ☐ Within the last week
- ☐ Within the last month
- ☐ Within the last three months
- ☐ Within the last six months
- ☐ Within the last 12 months
- ☐ One to two years ago
- ☐ More than two years ago

1a

If you have selected “A safeguarding concern”, you will be presented with a selection of safeguarding subcategories to choose from. Please select the most prominent type of abuse. This information helps us to better understand your concerns.

#### Safeguarding types

Please select one type of abuse. If you are concerned that there is more than one type of abuse, please select the most prominent.

- ☐ Mental Health concerns
- ☐ Suicidal thoughts/attempt
- ☐ Domestic abuse
- ☐ Housing/homelessness
- ☐ Self-harm
- ☐ Financial abuse
- ☐ Substance abuse
- ☐ Concerns relating to minors
- ☐ Other

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Informing us of where the incident took place can allow us to develop preventative work and increase security measures where necessary.

#### Where did the incident take place?

Why do we want to know this? So we can look at resources to increase safety measures where necessary.

##### City Centre Campus

- ☐ Curzon building
- ☐ Millennium Point
- ☐ STEAMhouse
- ☐ Parkside building
- ☐ Joseph Priestley

##### School of Acting Campuses

- ☐ Ruskin Hall (Bourneville)
- ☐ Bromley Street (Digbeth)
- ☐ Royal Birmingham Conservatoire
- ☐ Heneage Street

##### School of Art

- ☐ Margaret Street

##### School of Jewellery

- ☐ Victoria Street

##### City South Campus

- ☐ Seacole building

##### Other

- ☐ Doug Ellis Sports Centre
- ☐ In public
- ☐ Student accommodation
- ☐ Prefer not to say
- ☐ Other

##### Online

- ☐ Email
- ☐ Social media

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Knowing who is raising the concern and who the concern is about can help us understand how the system is being used, and also determines who receives notification of the report (see ‘What happens when I submit a report?’ below).

A visitor might be someone like a builder doing work on campus, or an attendee at a recital.

**This incident happened to**

- ☐ Me
- ☐ Someone else
- ☐ Prefer not to say

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**I am**

- ☐ Staff
- ☐ A student
- ☐ A visitor
- ☐ Prefer not to say

**They are**

- ☐ Staff
- ☐ A student
- ☐ A visitor
- ☐ Prefer not to say

/

3b

**Are you an apprentice?**

- ☐ Yes
- ☐ No

**Is the student an apprentice?**

- ☐ Yes
- ☐ No

/

4

This information will help us to monitor trends in reporting. Clicking on the drop-down arrow will allow you to select your School or department. The “Other” options include an employer of an apprentice, family member, member of the public or accommodation provider, or allows for the option of “prefer not to say”.

**Which department is the person for whom you are reporting based in?**

- ADM ▾
- BLSS ▾
- CEBE ▾
- HELS ▾
- Professional Services ▾
- BCUSU ▾
- Other ▾

/

**Which department are you based in?**

- ADM ▾
- BLSS ▾
- CEBE ▾
- HELS ▾
- RBC ▾
- Professional Services ▾
- BCUSU ▾
- Other ▾

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If you are choosing to report with contact details, you will then be asked to provide these details, so we are able to contact you.

If you are reporting an incident that you experienced, you will be asked:

Your staff/student number

How would you like to be contacted?

☐ Email

☐ Phone

☐ Face-to-face

What is your name?

Can we use the above information to contact you?

☐ Yes

☐ No

If you are reporting an incident that someone else experienced, you will be asked:

If known, their staff/student number

How would they like to be contacted?

☐ Email

☐ Phone

☐ Face-to-face

What is the name of the person who we will be contacting?

Can we use the above information to contact them?

☐ Yes

☐ No

Are you a member of staff or a student?

☐ Staff

☐ Student

☐ Other

What is your name?

What are your contact details?

Please provide a phone number or email address

Which department are you based in?

ADM ▾

BLSS ▾

CEBE ▾

HELS ▾

RBC ▾

Professional Services ▾

BCUSU ▾

Other ▾



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If you are reporting anonymously, you will be asked the reason for doing so. This information will help us to monitor trends in reporting. It will also help us to identify barriers to named reporting, so that we can consider ways in which to remove barriers effectively and encourage named reporting wherever appropriate.

**Can you tell us why you've chosen to report anonymously today?**

- ☐ I've reported in the past and nothing happened
- ☐ I'm worried I won't be believed
- ☐ I feel embarrassed/ashamed
- ☐ I'm worried about the repercussion for me or others
- ☐ I don't want to get anyone in trouble
- ☐ I'm worried about being called a trouble maker
- ☐ I'm concerned it might impact my future career/studies
- ☐ I've reported it but no one took me seriously
- ☐ It's not serious
- ☐ The person didn't want to report it themselves
- ☐ I don't know what to do
- ☐ I don't want anyone to know what happened
- ☐ I feel like they have more authority than me
- ☐ Other (please specify)

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## Demographic data

Before submitting your report, we ask you to provide some personal data:

- Age
- Gender identity
- Whether you identify as transgender
- Ethnicity
- Sexual identity
- Whether you have a disability
- Religion

**These questions are entirely optional and failure to answer them will not prevent you from submitting your report.** Any answers given are anonymous.

We will use this data to help us identify patterns in reported behaviour and inform our work to prevent unacceptable behaviour, and to identify whether certain groups are more likely to experience particular types of behaviour. We will not use this data to try and identify the individual making the report.

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Finally, we will ask what your ideal outcome would be. Please note that this question is to give us guidance on what you would like to happen, we may not always be able to reach this desired outcome.

What would your ideal outcome be? (select all that apply)

- ☐ Get Mental Health/Wellbeing support
- ☐ Get financial advice and support
- ☐ Get support with accommodation
- ☐ I want to discuss this further with an advisor  
Please ensure that this is a named report, and your contact details are on the form so that we can contact you.
- ☐ File a complaint about another BCU student  
Please see our complaints procedure here: [Student Complaints Procedure](#) ↗
- ☐ File a complaint about a BCU member of staff  
Please see our complaints procedure here: [Student Complaints Procedure](#) ↗
- ☐ File a complaint about another issue
- ☐ Other

## What happens after I submit a report?

What happens after you submit a report depends on who the reported incident happened to.

### Report about a student

If the incident happened to a student (regardless of who is making the report), a limited number of senior staff in the Mental Health & Wellbeing team will receive an auto-notification of the report having been made. The auto-notification contains no details of the actual report. One of the MH&W staff members who received the auto-notification will log into the Report and Support system and review the report contents.

The report will then be assigned within the system to an ‘adviser’ – a suitable adviser from the Mental Health & Wellbeing team. Advisers can only see reports assigned to them. The adviser will contact you to discuss your report and talk you through potential next steps. This might include, for example, discussing with you how to register for Mental Health & Wellbeing services such as counselling; signposting you to external support services; or discussing with you the University’s Student Disciplinary Procedure.

Once initial contact has been made further action will either be logged within Report and Support on an ongoing basis or, where other University systems become more appropriate, the report will be closed with a note to record any action taken. For example, if a report leads to disciplinary action against another student then the Report and Support report will be closed

after initial contact has been made and further action will be recorded using the University's student disciplinary case management system.

Likewise, in some cases MH&W may pass a case on to be handled on an ongoing basis by another department e.g. a disciplinary matter would be passed to Student Governance to process, although MH&W would continue to offer wellbeing support to any students involved in the case.

## Report about a staff member

If the incident happened to a staff member (regardless of who is making the report), a limited number of senior staff in the Human Resources team will receive an auto-notification of the report having been made. The auto-notification contains no details of the actual report. One of the HR staff members who received the auto-notification will log into the Report and Support system and review the report contents.

The report will then be assigned within the system to an 'adviser' – a suitable Business Partner from the HR team. Advisers can only see reports assigned to them. The adviser will contact you to discuss your report and talk you through potential next steps. This might include, for example, discussing with you the Employee Assistance Programme; signposting you to external support services; or discussing with you the University's Grievance Policy or Staff Disciplinary Policy.

Once initial contact has been made, further action will either be logged within Report and Support on an ongoing basis or, where other University systems become more appropriate, the report will be closed with a note to record any action taken. For example, if a report leads to disciplinary action against a staff member, then the Report and Support report will be closed after initial contact has been made and further action will be recorded using the University's staff disciplinary case management system.

## Reports involving both staff and students

There may be occasions when a report relates to both staff and students e.g. a student might report being harassed by a staff member, or a staff member might report feeling bullied by a student. In these cases, Mental Health & Wellbeing and HR will deal with their respective parties e.g. MH&W will offer wellbeing support to a student while HR handle any staff disciplinary aspect; or HR will support a staff member in respect of their wellbeing while MH&W take any necessary action in respect of student disciplinary procedures (e.g. passing the matter to Student Governance).

In all cases, details contained in a report will not be shared beyond those staff who need to know the details in order to respond to the report appropriately.

## What happens to any data I provide?

Data provided in named reports is collated and provided as part of a standing report to the University's Equality, Diversity and Inclusion Committee. This includes e.g. the type of behaviour reported and its location; the status of the reporter and person to whom the incident happened

(student, staff etc.); and any demographic data provided. **It does not include any data that would make an individual identifiable** e.g. name.

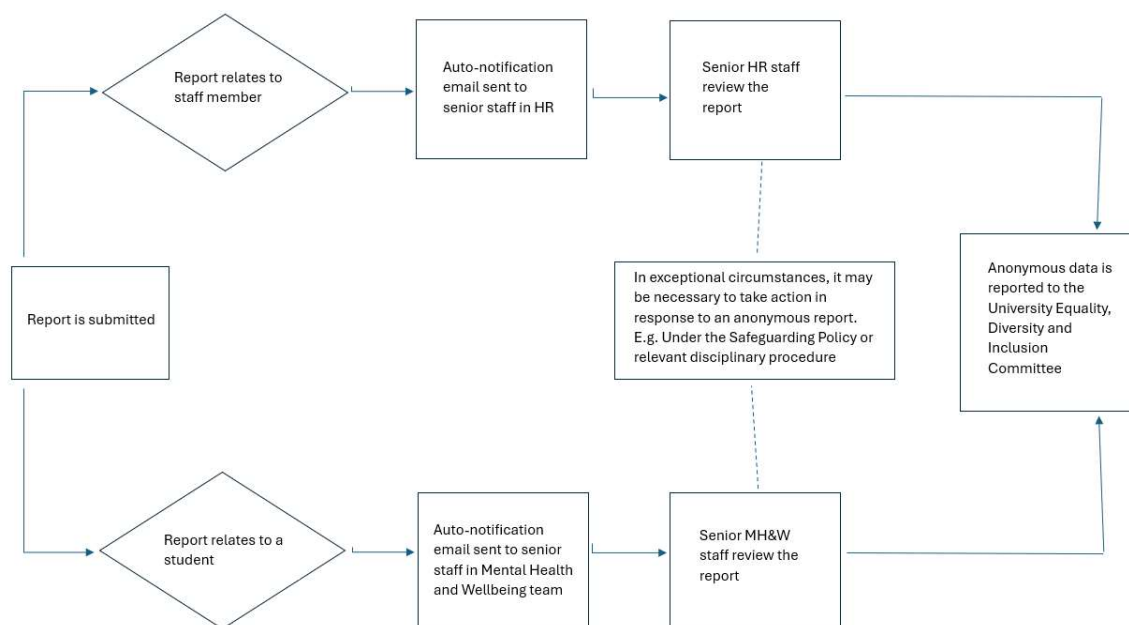
The Committee will review this information in order to understand the experience of the University community and to monitor trends and patterns in data. This in turn will help to inform work in preventing particular types of behaviour or supporting particular groups of people.

## Will you disclose what I report?

Whether any of the information you provide is disclosed will depend on the nature of the report and we will always take into consideration whether you wish information to be shared. If you are making a report in order to share your experience and to access support, it is unlikely that any disclosure would be considered appropriate. If you are making a report in order to report unacceptable behaviour by an individual, then details of the report may need to be disclosed as part of any subsequent investigation (e.g. under the Student Disciplinary Procedure or Staff Disciplinary Policy).

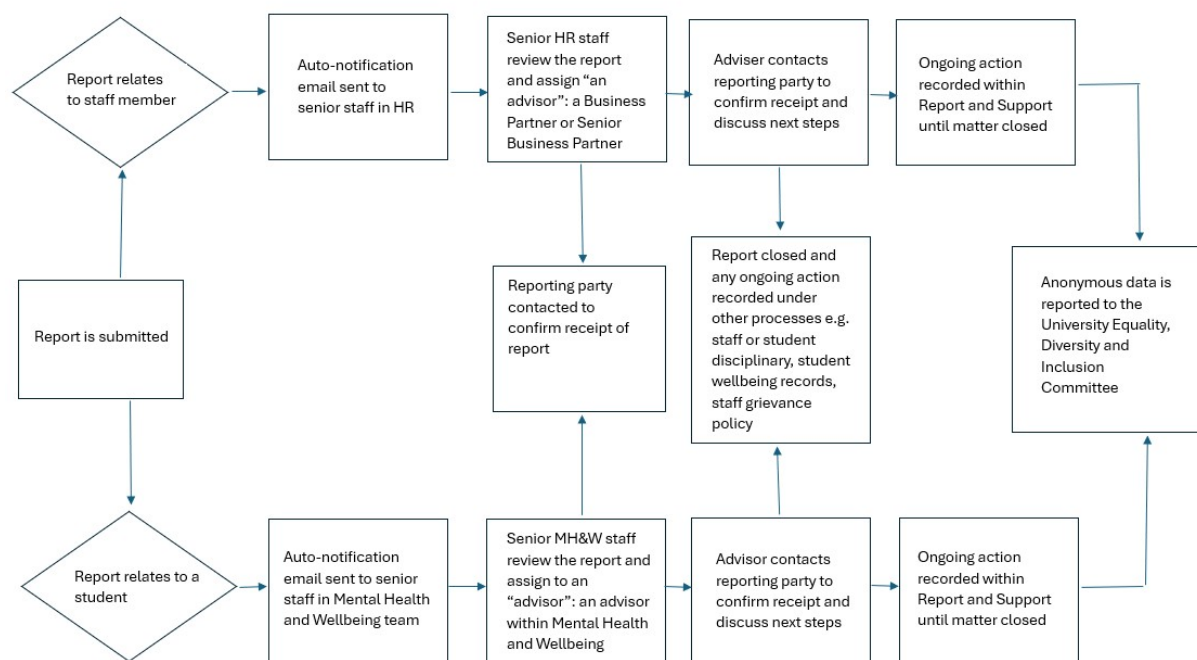
If you tell us that you don't want any further action to be taken as a result of the information you have provided, we will take that into account and typically no further action would be taken. However, you need to be aware that exceptionally there may be occasions whereas part of our duty of care we are required to investigate the incident and take any necessary action against individuals involved. This will be done only where necessary due to a significant risk or ongoing duty of care which we have to act upon. For example, you might report witnessing harm to a child on campus; or you might report something which we think indicates there is a risk of harm to others.

## Process map for anonymous reports



If you tell us that you don't want any further action to be taken as a result of the information you have provided, we will take that into account and typically no further action would be taken. However, you need to be aware that exceptionally there may be occasions where as part of our duty of care we are required to investigate the incident and take any necessary action against individuals involved. This will be done only where necessary due to a significant risk or ongoing duty of care which we have to act upon. For example, you might report witnessing harm to a child on campus; or you might report something which we think indicates there is a risk of harm to others.

## Process map for named reports



## Support

As well as providing a single point to report unacceptable behaviour, Report and Support also provides a wealth of information on support available if you, or someone you know has experienced such behaviour.

If you want to speak to someone for support, but do not want to make a report with contact details in order to be assigned an adviser, the Support pages can direct you to sources of help and provide contact information.

## What type of support articles are available?

Support articles are available in relation to the types of behaviour listed in the report process:




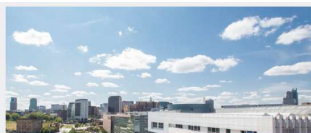


- Assault
- Bullying
- Discrimination
- Freedom of Speech
- Harassment
- Hate crime
- Sexual misconduct
- Prevent concern
- Safeguarding concern




This list is not intended to be exhaustive, and you should not be put off making a report if the specific type of behaviour you want to report is not listed. In those circumstances, you can also select 'Other,' which will open a text box to allow you to describe the behaviour you are reporting.

The University and Students' Union will review the behaviours reported and amend categories where there is evidence to suggest they need to be updated or changed.

## What information do the support articles provide?

Support articles are split by type of behaviour and there are typically four articles per type:

 <p><b>Bullying and Harassment</b></p> <p><a href="#">What are bullying and harassment?</a></p> <p><a href="#">I think I'm being bullied or harassed</a></p> <p><a href="#">I think someone I know is being bullied or harassed</a></p> <p><a href="#">What support is available if I've been bullied or harassed</a></p>	 <p><b>Discrimination</b></p> <p><a href="#">What is discrimination?</a></p> <p><a href="#">I think I have been discriminated against</a></p> <p><a href="#">I think someone I know has been discriminated against</a></p> <p><a href="#">What support is available if I've been discriminated against?</a></p>	 <p><b>Hate Crime</b></p> <p><a href="#">What is hate crime?</a></p> <p><a href="#">I think I've experienced a hate crime</a></p> <p><a href="#">I think someone I know has experienced a hate crime</a></p> <p><a href="#">What support is available if I've experience a hate crime?</a></p>
 <p><b>Sexual Assault</b></p> <p><a href="#">What is sexual assault?</a></p> <p><a href="#">I think I've been sexually assaulted</a></p> <p><a href="#">I think someone I know has been sexually assaulted</a></p> <p><a href="#">What support is available if I've been sexually assaulted?</a></p>	 <p><b>Sexual Harassment</b></p> <p><a href="#">What is sexual harassment?</a></p> <p><a href="#">I think I've been sexually harassed</a></p> <p><a href="#">I think someone I know has been sexually harassed</a></p> <p><a href="#">What support is available if I have been sexually harassed</a></p>	 <p><b>Safeguarding and Prevent</b></p> <p><a href="#">What is safeguarding?</a></p> <p><a href="#">How do I report a safeguarding concern?</a></p> <p><a href="#">What happens when a safeguarding concern is raised?</a></p> <p><a href="#">What Support is Available for a Safeguarding Concern?</a></p> <p><a href="#">What is Prevent?</a></p>

		
Freedom of Speech	General Information	Staff Information
<a href="#">What is Freedom of Speech?</a> <a href="#">I think my freedom of speech has been restricted</a> <a href="#">I think someone I know is having their freedom of speech restricted</a> <a href="#">What support is available if my freedom of speech has been restricted?</a>	<a href="#">University Policy</a> <a href="#">User Guidance</a> <a href="#">FAQ's</a> <a href="#">I have been accused of something</a>	<a href="#">Staff training</a>

The articles are designed to help you understand what is meant by a particular type of behaviour, and what it might look like; what you can do if you or someone you know has experienced the type of behaviour; and what support is available in relation to a type of behaviour. In all instances, sources of internal support are identified; sources of external support typically differ depending on the behaviour type.

## General information

### Who do I contact if I have an issue with the system or want to provide feedback?

There is a 'Email us' and "Get in touch" option at the bottom of every page. Clicking the hyperlink will allow you to send an email directly to the Mental Health & Wellbeing team, who have overall ownership of the system.

There is also a "Provide feedback" hyperlink which will take you directly to a [feedback form](#) which asks you questions about your experience with Report and Support. The feedback is sent directly to the Mental Health & Wellbeing team, who have overall ownership of the system.

### Can the system be changed or updated?

Report and Support is intended to be a 'living' tool that be changed or updated to reflect the data it captures. For example, additional types of behaviour can be added; and new support articles can be published, or existing ones amended.

If you would like to suggest a change to the system, please use the 'Contact us' link at the bottom of the webpage