

Report and Support- User Guidance 2026

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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 \(bcu.ac.uk\)](https://www.bcu.ac.uk/crisis)

There are two ways you can tell us what happened

[Report anonymously](#) or [Report with contact details](#)

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
- Gender-Based Violence
- Harassment
- A Hate Crime
- A Prevent concern
- A safeguarding concern
- A Freedom of Speech Concern
- I'm not sure
- Other

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:

- Urgent mental health concerns
- Housing/homelessness
- Financial concerns
- Concerns relating to minors

For avoidance of doubt, a Gender-Based Violence concern could relate to, but is not limited to:

- Sexual violence
- Domestic abuse
- So-called 'honour-based' abuse
- Stalking
- Harassment

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

If you provide your contact details, we can offer direct support, guidance, and, where appropriate, take formal action. We will also be in a better position to help prevent similar incidents from happening again. If you request that no further action is taken, we will usually respect this. However, in exceptional circumstances, we may need to investigate and take action as part of our duty of care, particularly where there is a significant risk of harm or an ongoing safeguarding concern, such as harm to a child or a risk to others.

Reporting anonymously means we may not be able to support you directly, but the information you provide can help us identify trends, improve support services, and inform prevention work across the university. If you ask that no further action is taken, we will take this into account and typically no further action would be taken. However, in exceptional circumstances, we may need to investigate and act as part of our duty of care where there is a significant safeguarding concern, such as harm to a child or a risk to

others. For every anonymous report, we carefully balance your wishes with the safety and wellbeing of anyone affected.

What questions will I be asked?

1

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

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

Maximum 2,500 characters

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). Please only try to include images of people relevant to the incident. If possible, please try to crop out or blur individual's faces that are not relevant to the incident being reported.

Choose Files

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 a 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.)
- ☐ Gender-Based Violence
Gender-Based Violence (GBV) is a spectrum of violence and abuse which can be psychological, physical, emotional and/or sexual. These can take place in physical and/or digital spaces. GBV occurs across all-levels of society and is a function of gender inequality. GBV is overwhelmingly, but not exclusively, carried out by men against women and while it predominantly affects women and girls, it impacts everyone.

Examples of GBV may include, but is not limited to: Sexual violence, domestic abuse, so-called "honour" based abuse, stalking and harassment.
- ☐ Harassment
Harassment is behaviour which is unwanted and which violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment.

Examples of harassment may include, but are not limited to: offensive jokes, insults or name-calling, repeated unwanted texts, phone calls or social media messages, spreading rumours, making threats or intimidating behaviour.

Sexual harassment should be reported under Gender-Based Violence.
- ☐ 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
- ☐ 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. This harm may be caused by the actions of others or the person themselves.

Examples may include: urgent mental health concerns, housing/homelessness, financial concerns or concerns relating to minors.

Report and Support should not be used to refer students for non-urgent mental health and wellbeing support. Should a student express that they would like to access ongoing support for their mental health and wellbeing, and they have not alerted you to any potential risks of harm, they should be signposted to the [Mental Health and Wellbeing Team](#) page to register for an appointment.
- ☐ A Freedom of Speech concern
Restricting someone's freedom of speech takes away their right to express views and ideas freely.
- ☐ I'm not sure
- ☐ 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
- ☐ 1 month ago
- ☐ 3 months ago
- ☐ 6 months ago
- ☐ 12 months ago
- ☐ 1 to 2 years ago
- ☐ 2 or more 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.

Please return to the previous page if your concern does not fit into these subcategories. E.g. If you have concerns relating to domestic abuse, please report this through Gender-Based Violence.

- ☐ Urgent mental health concerns
- ☐ Housing/homelessness
- ☐ Financial concerns
- ☐ Concerns relating to minors

1b

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

To help us provide the most relevant support, please select the category that best describes your experience of GBV (required)

☐ Sexual violence

This could include any unwanted conduct of a sexual nature e.g. rape, sexual assault, sexual harassment, 'revenge porn' and sexual exploitation

☐ Domestic abuse

This could include financial control, coercive control, physical and psychological abuse and sexual abuse

☐ So-called 'honour-based' abuse

Honour Based abuse is a form of Domestic Abuse which is motivated by the abuser's perception that a person has brought or may bring 'dishonour' or 'shame' to themselves, their family or the community. It can take many forms, and can be complex to identify, but centres around the idea of controlling individuals to make them behave in certain ways or subscribe to certain beliefs.

☐ Stalking

Stalking when someone carries out a persistent pattern of behaviour that makes you feel harassed and threatened, and disrupts your life. This can include 'in-person' or online actions.

☐ Harassment

Harassment is behaviour which is unwanted and which violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment

☐ I'm not sure

☐ Other

2

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

☐ Benjamin Zephaniah

☐ 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

Online

☐ TEAMS

☐ Email

☐ Social media

☐ Telephone

Other

☐ Doug Ellis Sports Centre

☐ In public

☐ Student accommodation

☐ Student's family home

☐ Prefer not to say

☐ Other

☐ Not applicable

3

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

3a

I am

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

They are

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

3b

The student that experienced this incident is

- ☐ an Undergraduate
- ☐ a Postgraduate

3c

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?

- School of Arts ▾
- Business School ▾
- School of Law and Social Sciences ▾
- School of Architecture, Built Environment, Computing and Engineering ▾
- School of Nursing and Midwifery ▾
- School of Life and Health Sciences ▾
- Royal Birmingham Conservatoire ▾
- Professional Services ▾
- BCUSU ▾
- Other ▾

Which department are you based in?

- School of Arts ▾
- Business School ▾
- School of Law and Social Sciences ▾
- School of Architecture, Built Environment, Computing and Engineering ▾
- School of Nursing and Midwifery ▾
- School of Life and Health Sciences ▾
- Royal Birmingham Conservatoire ▾
- Professional Services ▾
- BCUSU ▾
- Other ▾

5a

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

Maximum 2,498 characters

Your email

Your phone number

What is your name?

Maximum 2,500 characters

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

If known, their staff/student number

Maximum 2,498 characters

Their email

Their phone number

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

Maximum 2,500 characters

Does the person you are reporting on behalf of, know a report has been submitted?

Where it is safe and appropriate, we advise you to inform someone that a safeguarding report has been made about them. We recognise that there may be times where this would increase their risk of harm, so it is not always possible. If you have not informed the person about this Report and Support being submitted, please put this reason within the text box

☐ Yes

☐ No

If you select “No” to this question, you will be asked to give a reason why. This information will help us to understand why the person you are reporting on behalf of has not been informed, which will assist us in our triage and risk assessment process. It is best practice to inform the person who you are reporting. We recognise there are some occasions

where this is not always possible, however it is important to work transparently and inform them if you are sharing their information.

If you have not gained consent from the student to submit this report, you may be given further advice and guidance via email. Whether action is taken without consent will depend on the level of risk.

Are you a member of staff or a student?

☐ Staff

☐ Student

☐ Other

What is your name?

Maximum 2,498 characters

What are your contact details?

Please provide a phone number or email address

Maximum 2,500 characters

Which department are you based in?

School of Arts ▾

Business School ▾

School of Law and Social Sciences ▾

School of Architecture, Built Environment, Computing and Engineering ▲

☐ Department of Architecture and Built Environment

☐ Department of Computer Science

☐ Department of Engineering

School of Nursing and Midwifery ▾

School of Life and Health Sciences ▾

Royal Birmingham Conservatoire ▾

Professional Services ▾

BCUSU ▾

Other ▾

5b

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'm worried I won't be believed
- ☐ I don't want to get anyone in trouble
- ☐ I'm concerned it might impact my future career/studies
- ☐ I feel like they have more authority than me
- ☐ I don't know what to do about the situation

If you report with contact details you can discuss this further and get advice and support. You can also see our [icity](#) page to see if Report and Support is the reporting platform you need to use.

- ☐ The person didn't want to report it themselves

Please tell us within your report whether the person is aware of this report being submitted.

- ☐ I've reported it to University staff but no one took me seriously
- ☐ I've reported it externally but no one took me seriously
- ☐ I'm worried about the repercussions
- ☐ I feel embarrassed/ashamed
- ☐ Other (please specify)

6

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.

7

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
- ☐ File a complaint

To report a complaint, please see the complaints procedure and form here: [Student Complaints Procedure](#) ⁴²

- ☐ 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 People and Culture 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 People and Culture 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 People and Culture 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 People and Culture will deal with their respective parties e.g. MH&W will offer wellbeing support to a student while People and Culture handle any staff disciplinary aspect; or People and Culture 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?

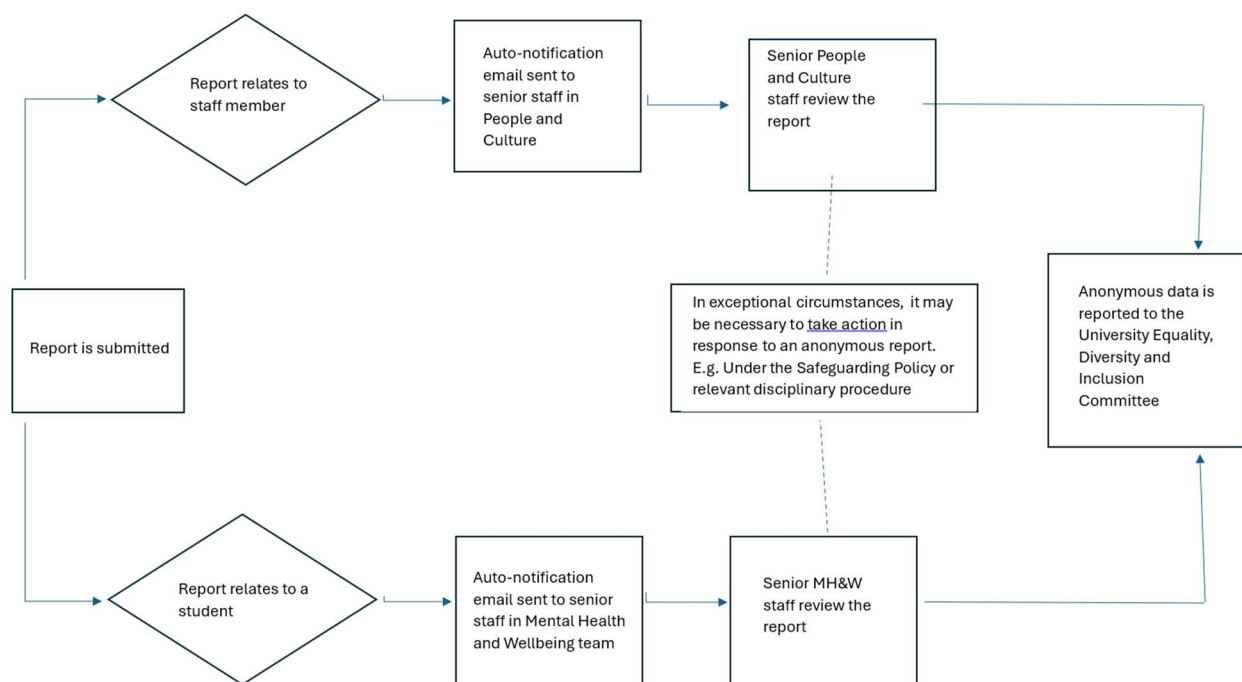
Data provided in named reports is collated and provided as part of a standing report to the University's Equality, Diversity and Inclusion Committee. This includes e.g. the type of behaviour reported and its location; the status of the reporter and person to whom the incident happened (student, staff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

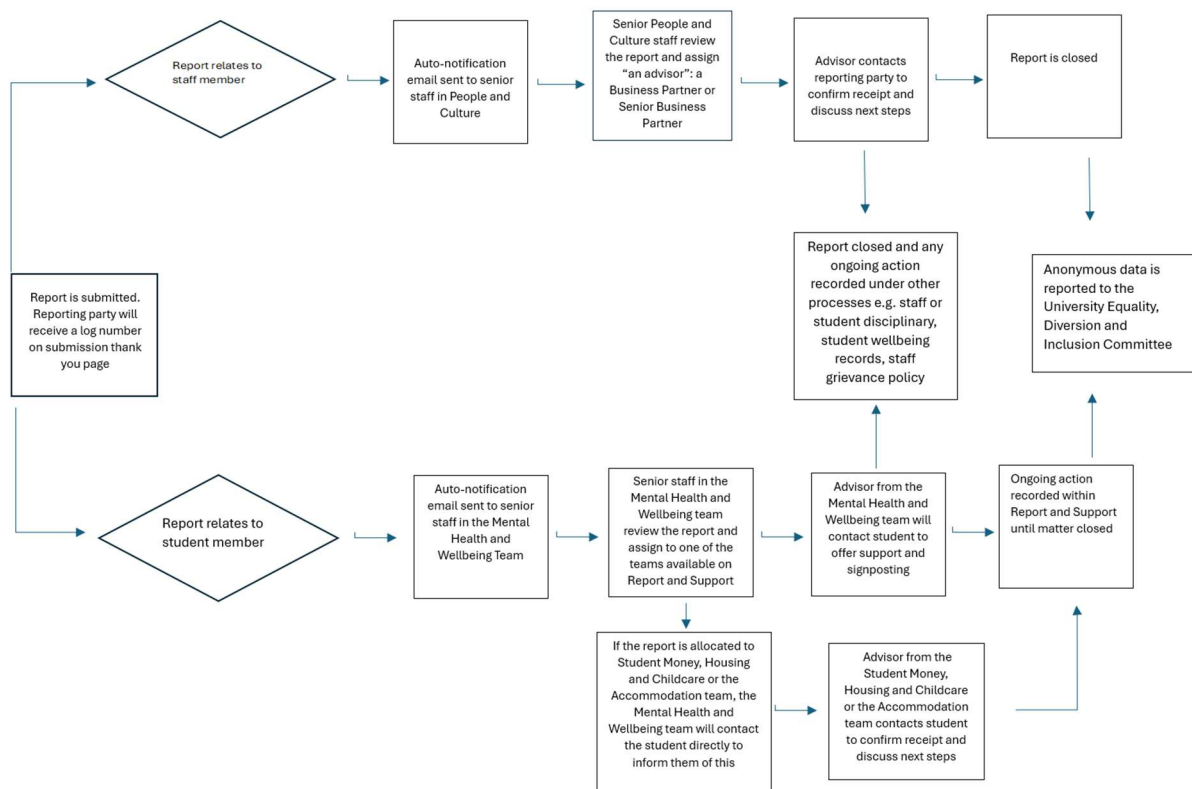
Whether any of the information you provide is disclosed will depend on the nature of the report and we will always take into consideration whether you wish information to be shared. If you are making a report in order to share your experience and to access support, it is unlikely that any disclosure 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).

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 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 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:

- Bullying and Harassment
- Discrimination
- Freedom of Speech
- Hate Crime
- Sexual harassment
- Sexual Assault
- Gender-Based Violence
- 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:

 Incidents and Behaviours Safeguarding Gender-Based Violence Sexual Assault Sexual Harassment Bullying and Harassment Discrimination Hate Crime Freedom of Speech Prevent	 Support for Students Mental Health and Wellbeing Team Student Support Centres BCU Student Union Disability support Student Money, Housing and Childcare Advice BCU Accommodation Services Extenuating Circumstances SafeZone App	 Support for Staff Staff training Employee Assistance Programme Staff Health and Wellbeing Hub
 Emergency Support Report and Support in an emergency Housing Support Financial Support Mental Health Support	 General Information How do I make a complaint? I have been accused of something FAQ's Policies and Procedures Report and Support Feedback Form	 About Report and Support What happens when a report is submitted? What is the difference between a disclosure and a report? Which teams have access to Report and Support? Report and Support User Guidance

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' 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 'Email us' link at the bottom of the webpage.