REPORT + SUPPORT
STUDENT SAFE SPACE REPORTING TEAM FLOWCHART

The Open University

Report submitted anonymously

Report is received from a student/learner regarding another student/learner OR from a staff member regarding a student/learner, via Report + Support

Report submitted with contact details

Report routed to Equality, Diversity & Inclusion (EDI) team for monitoring purposes only. The process for this is available here: **EDI Flowchart**

Report routed to Student Safe Space Reporting Team (SSSRT).

SSSRT review, assess and acknowledge the report within 3 working days of receipt and log on student record (VOICE).

SSSRT investigate the Report to understand the reporter's concerns and determine if any action can be taken by the reporter or University, consulting with People Services and the Equality, Diversity & Inclusion (EDI) Team as necessary.

If escalated SSSRT follow Student Complaints and Appeals process.

SSSRT send response letter to student including support sign posting, investigation conclusion and escalation process as appropriate within 10 working days of acknowledgment letter.

SSSRT follow up on any actions and close case.