REPORT + SUPPORT
STAFF FLOWCHART

The Open University

Report received from **staff** via Report + Support.

Report about a **student** → Report routed to Student Casework Office (SCO). Where this process will be followed: **Student Flowchart**

Report about **Staff** or **Visitor**

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

Report submitted with **contact details** → Report routed to Resolution Team.

Report routed to Resolution Team.

- Report concerns **Open University**
  - Report about **Visitor** → This process will be followed: **Staff Reporting Visitor Flowchart**
  - Report about **Staff** → Resolution Team review, assess and acknowledge the report within 3 working days of receipt, provide reporter with Bullying & Harassment policy/guidance and discuss with them whether the case should be formal or informal.
    - **Informal** → Details of the complaint are passed to a Associate Business Partners (ABP) to progress informally. Informal action may include; discussions between the manager/complainant/Trade union rep/colleague, informing the respondent of the complaint and mediation.
    - **Formal** → Case is allocated to Resolution Team to progress. An appropriate Investigation Manager/Chair is identified and a formal investigation will take place, this includes:
      - Notifying the respondent of the complaint and allowing a response from them.
      - Interviews with all involved parties and any appropriate witnesses
      - Evidence gathering.

      → A thorough investigation is then completed and finalised with an outcome report detailing the findings, conclusions, and recommendations.
- Report concerns **OUSA** space e.g event or forum, or staff → Report is routed to OUSA where **OUSA Resolving and Settling Differences Procedure** will be followed.