# REPORT + SUPPORT
# STAFF FLOWCHART

The Open University

Report received from staff or visitor via Report + Support.

Report about a student → Report routed to Student Safe Space Reporting Team (SSSRT)

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 Process Map**

Report submitted with contact details → Report routed to Employee Relations Case Manager (ERCM) team.

ERCM 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 Senior People Adviser (SPA) 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 an ERCM 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.