REPORT + SUPPORT
VISITOR FLOWCHART

The Open University

Report received from a visitor or other external 3rd party via Report + Support.

Submitted **anonymously** → Report routed to Equality, Diversity & Inclusion (EDI) team for monitoring purposes.

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

About a **Student** → Student Casework Office (SCO) review, assess and acknowledge the report within 3 working days of receipt and log on student record (VOICE).

SCO investigate the report to understand the reporter's concerns and determine if any action can be taken by the University. The visitor will not be contacted further unless more evidence is required.

About a member of **Staff** → Resolution Team review, assess and acknowledge the report within 3 working days of receipt.

Resolution Team investigate the report to understand the reporter's concerns and determine if any action can be taken by the University. The visitor will not be contacted further unless more evidence is required.

About a **Visitor** or **other External 3rd party** → Resolution Team review, assess and acknowledge the report within 3 working days of receipt, and advise this will be investigated and they will not be contacted further unless more evidence is required.

About **supplier of goods or services** Inc. agency workers & contractors → Details of the complaint are passed to the relevant supplier to investigate/progress.

About a **visitor** or **self employed individual** → Details of the complaint are passed to the relevant University host and/or the visitors employer or organisation.