

## How to respond to incidents reported by staff or students (e.g. discrimination, harassment, bullying)

### Step 1 - Respond swiftly

- Acknowledge the seriousness of the concern

### Step 2 – Arrange a meeting

- Arrange a private, uninterrupted space
  - Allow adequate time
  - Adopt an open and empathetic approach
  - Listen carefully before proposing solutions
  - Clarify exactly what happened. What was the impact? How did they feel?
  - Ask what they might be seeking in response to incident
  - Explore their circumstances (e.g. social support)
  - Offer clear information on possible next steps
  - Check what level of detail can be shared with others (if anything)
  - Seek permission to share information with others (e.g. Inclusion Lead, Bullybuster, Graduate Tutor, Head of Research Department, Department Manager, police)
- Be led by the person reporting – many people choose not pursue complaints for fear of backlash.
- Do not breach confidentiality without permission

### Step 3 - Signpost to student or staff support

- [Employee assistance](#)
- [Trade Union support](#)
- [Student support](#)
- [UCL Student Union](#)

### Step 4 – Collaborate with the person and with colleagues to formulate a response, e.g.

- Anonymous or named reporting via [UCL Report and Support](#)
- Mediation (locally, or via UCL Human Resources)
- Staff or student training (e.g. *Where do you draw the line*)

### Step 5 - Feed back on action taken

- Keep them informed about actions being taken and resolution of the issue
- Check-in regarding their wellbeing

### Step 6 – Reflect

- Are there ways that the issue can be prevented (or made less likely) in future?
- Are there lessons learned about how to respond to similar issues in future?