



## Frequently Asked Questions

### What is Report + Support?

Report + Support is an online tool developed by [Culture Shift](#) where staff and students can report issues of bullying, harassment, or sexual misconduct anonymously or via contacting an advisor to discuss. Report + Support is also home to support information for UCL students and staff, as well as the Full Stop campaign.

### Who can make a report?

UCL students and staff can make a report through Report + Support. Visitors are encouraged to report complaints through the [public complaints process](#).

### What happens when someone makes an anonymous report?

The report will be viewed by one of only three members of UCL staff (referred to as administrators) that have permission and access to see the reports submitted. Please see Question 11 for information on the administrators.

The administrators will first review the report to identify any risks that relate to UCL's duty of care. If no immediate risk is identified, no further, direct action will be taken. The information kept will be for statistical reporting and to help identify trends for better prevention and intervention methods.

If someone is named or identified within a report, the identifiable information will be removed and not stored.

### What action can you take from an anonymous reports?

Information provided within anonymous reports will be used as statistical data to understand what is happening at UCL and inform an evidence-based approach to prevention. The Equality, Diversity and Inclusion team and Human Resources will work with areas where there are concerning trends.

### What do you do with the information gathered from anonymous reports?

UCL will conduct quarterly reports to identify trends and work with key areas of the institution to address problematic behaviours.

## What happens when someone wants to contact an advisor?

An advisor may be one of four roles within UCL. The administrators will assign a case to the requested advisor, which may include Human Resources staff, a Dignity Advisor, the Student Mediator or Student Support and Wellbeing staff. Each of the advisors are provided with a login and can only access cases that are assigned to them.

The advisor receives an email notification that a case has been assigned to them – no identifiable information is provided within this email alert. The advisor then logs into Report + Support to access information provided using their personal login details. The advisor then makes contact with the person who has made the report and they arrange a meeting to discuss the case.

## How will UCL manage malicious complaints?

If a report is found to be malicious or vexatious, such reports will be addressed under existing student and staff procedures.

## What do you do with the data gathered from advisor reports?

The data collected from Report + Support is used to produce anonymised annual reports. These reports would include the number of cases, most reported types of harassment and locations.

## How secure is the data and information sent through the system?

Data held on Report + Support is GDPR compliant and further information about how data is collected and stored is outlined in the [Privacy Notice](#). The system has been security tested by both the developer, Culture Shift, and by UCL.

## How long is data stored on the system?

We will only retain personal data for as long as necessary to fulfil purposes we collected it for. We will keep records of reports one year from case closure on the Report + Support system as outlined in the [Privacy Notice](#). All personal data will be kept according to the [Records Retention Schedule](#).

## Who are the administrators on the system?

There are three administrators within UCL: Executive Director of Human Resources, Director of Equality, Diversity and Inclusion, and Preventing Sexual Misconduct Manager.

## How many Dignity Advisors does UCL have?

We have currently 35 Dignity Advisors. They are based across different sites and hold different roles. More information on each advisor can be found by visiting the [Equality, Diversity and Inclusion website](#)

## How are Dignity Advisors recruited?

We recruit new Dignity Advisors via the Equality, Diversity and Inclusion website and newsletter. Dignity Advisors are volunteers and have to attend a two-day training course before being appointed. Meetings are run throughout the year for continuous learning and support, with additional training provided.

**report-support.ucl.ac.uk**