**UCL Queen Square Institute of Neurology**

**Code of Conduct**

> **Our Motto**
>
> **"Harness the power of diversity"**

This code of conduct outlines and includes the following:

## Our Mission

The Queen Square Institute of Neurology mission is to translate neuroscience discovery research into treatments for patients with neurological diseases.

## Our Aims

The Queen Square Institute of Neurology aims to be:

- a leading translational neuroscience centre, translating discovery into experimental studies in patients to deliver new diagnostics and new therapies
- an excellent student destination for educational programmes embedded in translational neuroscience research
- a centre that overcomes fragmentation by connecting industry, commercial partners, academics and patients in order to accelerate and translate research internationally

## Our Values

Our values align with UCL's founding radical principles including:

- Integrity and mutual accountability
- Collegiality and community building
- Openness and inclusion
- Care and respect
- Rigour and innovation
- Leadership
- Transparency
- Ethically acceptable standards of conduct
- Sustainability

## Code of Conduct Purpose

As we work towards achieving the Queen Square Institute of Neurology's goals, our Code of Conduct serves a crucial purpose. It reflects our commitment to shaping a welcoming, inclusive, and respectful work and study environment that nurtures staff and students to reach their full potential. The guidance outlined in the Code of Conduct is integral to maintaining the integrity of our mission, aims and vision. By adhering to the standards set in this document, we ensure that our pursuit of translational neuroscience breakthroughs, educational excellence and multifaceted local, national and international stakeholder engagement is conducted with the highest ethical standards while also fostering a positive and collaborative atmosphere among our diverse community. This document provides essential guidance on expected and unacceptable behaviours and offers support materials and mechanisms for those who may encounter challenges in our pursuit of scientific and educational excellence.

## Expected Behaviours

Please note that the list of expected behaviours below is not exhaustive.

**Respect:** The concept of respect is comprised by two components: one emphasising the validation of a person's complete identity, including their social affiliations, and the other focusing on the acceptance of their beliefs, even when they are opposed. The lack of proper handling of this delicate balance often leads to division, particularly in politics and society, where opposing opinions are met with attacks, discrediting and exclusion. The responsibility lies with everyone to ensure that views can be voiced with respect. Recognise, appreciate and value the inherent worth, dignity, and rights of individuals as well as their beliefs, opinions, and boundaries. Treat colleagues, students and other stakeholders with courtesy, consideration, empathy, professionalism and politeness as well as actively listen and refrain from actions or speech that could cause harm or offense.

**Fairness:** Refrain from discrimination and favouritism, constantly work on identifying and addressing your bias and contribute towards ensuring that everyone is given a fair and equal chance to participate, succeed and be heard. Everyone should receive impartial and equitable treatment, irrespective of age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation, class or ethnicity.

**Allyship:** Be mindful of the privileges you possess and show consideration towards those who may not share the same advantages. Utilise your privileges in genuine allyship to amplify the voices of those who lack the same opportunities and create safe spaces for them. An ally recognises the systemic inequalities and challenges faced by others and takes deliberate actions to challenge and dismantle those inequalities. Allyship requires ongoing learning, self-reflection and a commitment to being actively engaged in supporting others (without undermining their autonomy and agency).

**Accountability and Ownership:** Be responsible for your own behaviour and decisions as well as the consequences which may result from them. Taking ownership of actions involves being honest and accountable for both positive and negative outcomes. It also means being willing to admit mistakes, learn from them and make amends when necessary. This fosters trust and credibility and indicates commitment to personal and professional growth and improvement.

**Integrity:** Act with honesty and transparency even when faced with difficult or challenging situations. Make decisions based on ethical considerations and value the impact your decisions and actions could have on your team, colleagues, students and other stakeholders.

**Inclusion:** Warrant that your principles, plans, actions and outlooks actively integrate the voices, desires and contributions of all the diverse groups in our communities. Additionally, ensure that everyone develops and cultivates an equal sense of belonging. Inclusion means addressing the power imbalances and the associated exclusionary and discriminatory practices that can be present in our communities.

**Do Not Assume:** Do not make presumptions or jump to conclusions. Avoid making judgments based on limited knowledge or preconceived notions about a person, situation or topic. Seek more information, ask questions and be willing to consider alternative viewpoints which will lead you to better understanding and empathy. Reminding yourself not to assume helps prevent misunderstandings, biases and unfair treatment that can arise from making unwarranted assumptions.

**Continuous Improvement:** Strive for personal and professional growth and actively seek opportunities for learning and development. Commit to lifelong learning, set goals, exercise self-reflection, actively seek feedback, learn from setbacks, enhance your skills, knowledge and abilities, cultivate a positive mindset and prioritise your psychological and physical wellbeing.

**Teamwork and Collaboration:** Collaborate with colleagues, students and other stakeholders in a constructive and supportive manner, fostering teamwork and synergy. Help shape an environment of trust where individuals feel comfortable expressing and sharing their thoughts without fear of judgment.

**Confidentiality:** Respect the privacy of individuals and information associated with them or the Institute of Neurology. Commit to keeping personal, proprietary or privileged information secure. Always assess and consider the need of disclosing information to authorised individuals or entities who have a legitimate need to know.

**Strong EDI Leadership and Lead by example:** Have a strong commitment to equality, diversity, and inclusion, supported by visible and effective leadership. Everyone should lead by example and embody the IoN values and behaviours as well as inspire through personal actions.

**Managers hold particular responsibilities and are expected to:**

- Familiarise themselves with UCL and IoN policies and sources of support

- Set boundaries and communicate to all their staff the expected behaviours

- Intervene to stop unacceptable behaviours

- Provide a supportive work environment and ensure equitable treatment (based on equality and equity)

- Report allegations of bullying and harassment to their line manager (or appropriate manager), Head of Research Department, or their HR Manager or HR Business Partner

- Lead by example and demonstrate positive behaviour and practices

- Seek constructive feedback that will help themselves grow personally and professionally

- Listen in an active and non-judgmental way to the concerns and feedback of their colleagues

- If involved in staff recruitment, communicate the vacancy to candidates from diverse backgrounds through appropriate channels and ensure that recruitment practices are fair and inclusive

## Unacceptable behaviours

Please note that the list of unacceptable behaviours below is not exhaustive.

**Bullying:** Bullying is offensive, intimidating, malicious or insulting behaviour. Bullying also includes an abuse or misuse of power through means that undermine, humiliate, denigrate or injure the recipient. Bullying usually involves a pattern of behaviour and does not have to relate to a protected characteristic.

**Harassment:** Harassment includes speech or behaviour that is not welcome or is personally offensive in relation to a relevant protected characteristic which has the purpose or effect[1] of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual. Harassment may be established from a single event. Harassment includes discrimination, which entails treating any individual in an unfair or less favourable manner due to a protected characteristic.

**Sexual misconduct:** Sexual misconduct is unacceptable behaviour of a sexual nature. It can include sexual harassment, sexual violence, intimate partner violence, sexual assault, grooming[2], coercion or bullying with sexual elements, sexual invitations and demands, comments, non-verbal or physical communication and behaviour, creation of atmospheres of discomfort and promised resources or advancement in exchange for sexual access. Verbal and non-verbal sexual harassment includes sexual innuendo in remarks, messages, images or gestures, the unsolicited sending or intentional viewing of pornographic images or texts in plain view of others, staring or asking intimate questions. Physical sexual harassment ranges from grabbing someone or obstructing someone's path to sexual assault and rape. For information regarding relationships amongst members of staff, staff and students, and inappropriate conduct by students and staff members, we prompt you review the UCL Personal Relationships Policy.

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[1] The term 'purpose or effect' encompasses the idea that harassment may arise from conduct deliberately intended to demean an individual or from unintentional behaviour that has the effect of demeaning an individual. In either case, such actions can be considered as constituting harassment.

[2] Grooming can be defined as a gradual process that someone in a position of power uses to manipulate someone to do things they may not be comfortable with and to make them less likely to reject or report abusive behaviour. Grooming will initially start as befriending someone and making them feel special and may result in sexual abuse and/or exploitation.

**Microaggressions:** Indirect, subtle or unintentional discrimination against members of a marginalised or underrepresented group. Microaggressive actions or comments are often brief and may seem harmless on the surface but they can have a harmful impact, cause discomfort, offense or emotional distress to the targeted individual or group[3].

**Aggression and violence:** Any aggressive behaviour that includes verbal (name-calling, yelling or very heated arguments), physical (kicking, shoving, hitting, spitting, biting, smashing) or psychological violence (threats, intimidation, blackmail or humiliation) is unacceptable.

**Intimidation:** Behaviour aimed at or resulting in the victim's dignity being affected constitutes intimidation. It creates a threatening, hostile, insulting, humiliating or hurtful environment.

**Unwelcome or offensive comments:** Comments related to the age, appearance, body size, employment status, ethnicity, sex, gender and expression, individual lifestyle, marital status, national origin, physical or cognitive ability, political affiliation, sexual orientation, race, religion or belief of any person are not permitted.

**Exclusionary behaviours:** Such behaviours isolate and discriminate against individuals and groups who are different. They may include incivility, bullying and workplace violence.

**Behaviour that is of an obstructional or reputational nature**: This may include withholding necessary information, thwarting the target's ability to obtain important objectives and deliberately excluding someone from opportunities related to their career development.

**Unreasonable/inappropriate pressure to produce work:** This may include setting unrealistic deadlines and assigning/delegating workload without taking into consideration the individual's full-time equivalent (FTE), other responsibilities and capacity. This may lead to inequitable work distribution, reduced productivity and adverse effects on wellbeing.

**Abuse of seniority or power:** An abuse of power is where someone uses their position of power or authority in an abusive and unacceptable manner. Abuse of power can take various forms and may include, but is not limited to, grooming and manipulation, coercion, pressuring someone to do something which may be illegal and/or against the rules or something which they are not comfortable with. Those in a position of power are expected to use their position fairly and responsibly. Any abuse of seniority or power over students, team members and colleagues will not be tolerated.

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[3] The following video explains microaggressions using the metaphor of mosquito bites: How microaggressions are like mosquito bites

## Addressing Unacceptable Behaviour (FAQs)

This section has information on what to do if you experience or witness any form of unacceptable behaviour. The section begins with some FAQs and is followed by ways to challenge and report unacceptable behaviour as well as the support available at UCL and beyond.

**What can I seek support for?**

The support you seek may relate to dealing with an individual who exhibits unacceptable behaviour or mental health, psychological or wellbeing support for yourself and/or the people affected. Incidents that you seek support for may relate to your work or personal life. At UCL, a range of support options are available for you to explore and identify the most suitable one based on your individual circumstances.

**Where can I get support?**

You can receive support within the IoN and UCL and/or make use of external support secured by UCL, which are freely available. A specific list of the available support may be found in the Challenge and Report Unacceptable Behaviour section of this Code of Conduct.

**What are the first steps to Take Action?**

You may wish to discuss your situation, secure support and/or decide to report the unacceptable behaviour informally or formally (i.e., anonymously or using your contact details). Please note that how you choose to report an incident may determine what next steps can or cannot be taken in response. For example, reporting anonymously makes it challenging to follow-up on the report or seek additional information, context or evidence. Therefore, anonymous reports will not result in a formal investigation as UCL does not take these reports forward. They can still, however, be incredibly valuable information as they allow UCL to track patterns of behaviour as well as rates of unacceptable behaviour.

**What could I consider before making a report?**

If you wish to make a report, whether formal or informal, then consider the following:
- What is the ideal outcome of your report? For example, is your goal to receive an apology? Is it for the issue to be recognised? Is there a pattern of behaviour that you wish to stop? Do you seek punitive action?
- Has anyone else experienced the same behaviour as you or are there people who have

witnessed the behaviour against you?

- Have you/can you collate any notes, emails, texts (or other form of evidence) to yourself or friends that document the incident(s), including time, date and impact? These may be used to support a complaint.
- What is the support you need during this process and where/how can you access it? Reporting unacceptable behaviour can be an incredibly difficult process emotionally and UCL has many resources to help support you.

Please look at the UCL Prevention of Bullying, Harassment and Sexual Misconduct Policy for more information on informal and formal resolutions and procedures.

Please note that UCL's first response would be to try and resolve a report informally before proceeding to formal investigation. Exceptions apply depending on the nature of each case, for which formal action as a first response is required. It must also be highlighted that UCL or the party you confide to may judge that action is required even if you did not request any. This will only be done in accordance with the UCL duty of care guidance. This could happen if you or anyone else is in immediate danger or is at risk of harm, a crime is in progress or has occurred or there is evidence of a possible criminal offence, especially if an individual at risk has care and support needs, is at risk of abuse or neglect, and is unable to protect themselves due to those needs.

## Take Action: Challenge and Report Unacceptable Behaviour

The following is a list of available options and guidance for people who have experienced or witnessed any form of unacceptable behaviour. Consider which of the following options suits your wants, needs and comfort levels:

1. **Be an Active Bystander**

   If you witness unacceptable behaviour be an active bystander. An active bystander chooses to act and challenge the harmful behaviour they witness, in order to disrupt it or keep it from escalating. There are five types of actions you can take: 1. Direct Action (ask the perpetrator to stop), 2. Distraction (de-escalate by interrupting), 3. Delegation (refer the problem to an appropriate colleague), 4. Delay (intervene at a later time), 5. Document (keep a record of what you've witnessed – this will help spot whether there is a pattern of behaviour). If you assess that a situation can be dangerous or become worse by directly intervening, please avoid direct confrontation. We prompt you to check-in with the recipient of the unacceptable behaviour in an appropriate manner.

2. **Report the incident(s)**

   You may do so anonymously or with your contact details through UCL Report + Support. This is UCL's official platform for staff and students to report unacceptable behaviour they've experienced or witnessed as well as find guidance and support available. Please note that choosing to report anonymously will not lead to formal action being taken and you might not receive direct help. The information you provide when reporting anonymously will help deliver better support to others and inform prevention work across the university. If you report with your contact details, you will have the chance to be contacted by an advisor. Reporting does not in itself initiate a formal complaints process; however, you may eventually decide to request this and can discuss this option with your advisor.

**3. Seek support and informally contact:**

- UCL Dignity Advisors or IoN Dignity Advisors

  UCL offers Dignity Advisors who offer confidential support on bullying, harassment, and sexual misconduct. Dignity Advisors are members of staff who have received training on UCL's policies regarding bullying, harassment, sexual misconduct and their related procedures. Advisors also have the relevant skills to listen to disclosures and signpost to resources. You can contact any dignity advisor(s) and do not have to limit yourself to the IoN ones. You may contact a UCL Dignity Advisors or a IoN Dignity Advisors directly or through making a 'report with contact details' on Report & Support.

- IoN Mental Health First Aiders or IoN i-act Practitioners

  Mental Health First Aiders and i-act Practitioners are trained to spot the early signs of poor mental health in others and provide first-level confidential support and early intervention. They are trained in active listening with no judgement and can help you identify the appropriate internal and/or external support for you. You may approach them directly for a confidential discussion about a situation that is affecting you. You may approach any of the IoN Mental Health First Aiders and do not have to limit yourself to the ones of your Research Department. Mental Health First Aiders might also seek to initiate a confidential discussion with a colleague, if they are confident that their mental health is being affected.

- IoN Equality, Diversity and Inclusion (EDI) Leadership

  You may reach out to the IoN EDI leadership team. This consists of the EDI Deputy Director, Athena Swan Leads and EDI Project Manager. You may find their contact details on the EDI website sidebar under 'Contacts'. Depending on the nature of your concern our EDI leadership may be able to support you directly or assist you in identifying the most appropriate support for you.

- UCL Crime Prevention and Personal Safety team

  The Crime Prevention and Personal Safety team is a part of UCL Security and offers confidential advice on criminal incidents including domestic abuse, online or in-person hate crime, online harassment or other digitally-facilitated abuse such as, spyware and stalking, assault, theft and fraud. You may contact them directly or through making a 'report with contact details' on Report & Support.

- **UCL Online Harassment Support Toolkit**

  This toolkit aims to 1) aid staff members or students in comprehending reporting options and available support if they encounter online harassment/bullying, 2) support line managers or colleagues in assisting individuals who disclose experiences of online harassment/bullying by providing information on available support.

- **Hub of Hope platform**

  The Hub of Hope is the leading mental health support database in the UK, and it is offered by the national mental health charity, Chasing the Stigma. This platform unites a wide spectrum of local, national, peer, community, charity, private and NHS mental health support and services. If you, or someone you care about, is currently grappling with mental and emotional distress, you may also use this platform to search for support available. If you wish to find support near you, simply search using your postcode.

**Support for staff and PhD students**

- **UCL Employee Assistance Programme\***

  UCL staff have access to confidential, 24/7 mental health support by phone (UK Freephone: 0808 196 5808). Support available for both personal and work-related matters, which may include but not be limited to workplace conflict, work stress, work-life balance, mediation, depression, anxiety & stress, grief & bereavement, relationship problems.

- **Silver Cloud: Online Psychoeducational and Cognitive Behavioural Therapy (CBT) tool\***

  All staff and PhD students have free access to SilverCloud, an online cognitive behaviour therapy tool that can help you identify and challenge negative thought and behavioural patterns that impact how you are feeling. This may address negative thoughts and feelings associated with being bullied or harassed.

\* Please note that contracted services from external providers may be subject to change. If the links in this document do not work, then please search for the new providers using 'UCL Employee Assistance Programme' as keywords.

**Support for staff only**

- **IoN HR Manager**

  You may raise your concerns with the IoN HR Manager. You could arrange a confidential meeting to discuss what happened and the various routes you could take, such as what desired action you may wish to see (for example, act on concerns or just note them), whether or not you'd like to make a formal or informal report and what each option would entail. The HR Manager also offers

pastoral support and advice if you don't want to report an issue, but just want to talk to someone.

- IoN Managers

  If you feel comfortable, you may raise your concerns with a manager at the IoN. This may be the individual's line manager/supervisor, your line manager/supervisor, or another trusted senior colleague including the Institute Manager or the Institute Director. Explain the situation and explore the various routes you could take, such as what desired action you may wish to see and whether or not you would like to make a formal or informal report.

- IoN Wellbeing Champions

  Wellbeing Champions may offer you advise on ways to seek support if you are feeling under duress, anxious or stressed.

- UCL HR Business Partner (HRBP)

  If you wish to report staff misconduct you may also contact the Faculty of Brain Sciences HRBP. They can further support you in either informally resolving the situation or through escalating it to the Employee Relations (ER) team within HR for formal grievance or disciplinary procedure if an informal resolution cannot be reached or would be inappropriate. Please note that HR is unable to provide advocacy which means that HR will not be able to provide representation for you during any formal processes. UCL recognises three trade unions (UNISON, UNITE and UCU) who could advocate on your behalf should you need advocacy support.

- Trade Unions

  UCL recognises three campus trade unions including UNISON, UNITE and UCU. Staff who are members can contact them for support and advice.

**Support for students only**

- UCL Student Triage and Referral Tool (Students, but Staff access only)

  Student Support and Wellbeing have created a Student Triage and Referral Tool (STaRT) that can be accessed by any staff members to find and refer a student to relevant support services within UCL when a student approaches them with a disclosure. The tool provides one-stop shop for getting information on various issues that students may face and listing the right support for them.

- IoN Personal Tutor and other IoN contacts

  All students on taught programmes at UCL are assigned a personal tutor. Personal tutors are highly qualified members of academic staff with different skills and professional experiences.  They will

be committed to supporting your wellbeing, but they do not receive training to be counsellors or specialist advisers. UCL has staff trained in all of these areas and your personal tutor will be able to direct you to further specialist support or guidance, when required, and discuss how difficulties may impact on your studies. Similarly to contacting a personal tutor, students may also contact the IoN Education Manager, the IoN Deputy Director for Education, the IoN Institute Director or the IoN Institute Manager directly (you may find contact details in the IoN People website).

- UCL Student Support and Wellbeing (SSW)

  SSW offer confidential and non-judgmental wellbeing, disability and mental health support for all UCL students. They provide psychological and counselling services and can refer students to external support providers for sexual misconduct cases. Please note that SSW is not an advocacy service and does not make policy violation decisions. However, they can support you through the formal process and advocate for reasonable adjustments with your department. Contact SSW advisors through making a 'report with contact details' on Report & Support or book an appointment via Ask UCL (you may find information about appointment types here).

- UCL Student Mediator

  A Student Mediator is an impartial senior staff member who mediates complaints involving students and staff, especially when informal resolution has proven to be ineffective. They aim to arrive at a resolution between both the parties by enabling both parties to reach a mutually agreed decision in an impartial manner. You may contact the Student Mediator directly or through making a 'report with contact details' on Report & Support.

- UCL Student Casework team

  The Student Casework team is responsible for managing the Student Complaints Procedure and the Student Disciplinary Code and Procedure. They can advise students and staff across UCL on matters pertaining to the student casework policy and procedures of UCL. If you wish to make a report about another student's behaviour in a way which may lead to formal disciplinary action, you can contact the Casework Team directly by emailing casework@ucl.ac.uk or through making a 'report with contact details' on Report & Support.

- External Support

  There are series of external organisations that students may reach out to if they have experienced harassment, violence (including gendered violence) and abuse. You may find a list of helplines and organisations in this support for students affected by violence page.

4. **Direct approach**

If you are experiencing unacceptable behaviour you can decide to directly approach the individual either on your own (if you feel comfortable doing so) or with support from a colleague, a manager, a Dignity Advisor, IoN HR or UCL HR Business Partner, a trade union representative or any other appropriate party. Please note that if you judge that someone is a danger to themselves or others, you should act in accordance with the UCL duty of care guidance. Also, if you or someone around you is in immediate danger then:

- If you are on campus, you may call UCL Security on 020 7679 2222 or extension 32108 or call 222 from any UCL phone.

- If you are off campus, call police immediately on 999 (or local equivalent if overseas)

**More information and resources may be found in the following locations:**

1. IoN Challenging bullying, harassment, victimisation and intimidation website

2. UCL Report + Support website

3. UCL Online Harassment Support Toolkit

4. UCL Prevention of Bullying, Harassment and Sexual Misconduct Policy

5. Hub of Hope platform

## Concluding statement

We recognise that reporting unacceptable behaviour can be a challenging process, and we appreciate your courage in taking this step. It is important to remember that the path to reporting is not a one-size-fits-all journey, but we hope that the options provided in this code of conduct will help you identify an approach you feel comfortable with. We are committed to fostering a safe and supportive environment for all, and we are constantly working towards gaining a better understanding of the various barriers that may exist and how to tackle them. Your wellbeing and the wellbeing of our community are our utmost priorities, and we are here to provide the necessary support and guidance to ensure a positive and inclusive experience for everyone.

## Appendix: Code of Conduct Executive Summary

**Our Values** ①
- Integrity and mutual accountability
- Collegiality and community building
- Openness and inclusion
- Care and respect
- Rigour and innovation

**Expected Behaviours** ②
- Respect
- Fairness
- Allyship
- Accountability and Ownership
- Integrity
- Inclusion
- Do Not Assume
- Continuous Improvement
- Teamwork and Collaboration
- Confidentiality
- Strong EDI Leadership

> **Expectations from managers/senior staff:**
> - Familiarise with UCL/IoN policy & sources of support
> - Set boundaries & communicate expected behaviours to your staff
> - Intervene to stop unacceptable behaviours
> - Provide a supportive work environment & ensure equitable treatment
> - Report allegations of bullying & harassment
> - Lead by example & demonstrate positive behaviour & practices
> - Seek constructive feedback that will help you grow
> - Listen in an active & non-judgmental way to concerns & feedback
> - If involved in staff recruitment, communicate vacancies to candidates from diverse backgrounds & ensure fair/inclusive recruitment practices

**Unacceptable behaviours** ③
- Bullying
- Harassment/Discrimination
- Sexual misconduct
- Microaggressions
- Aggression and violence (verbal/ physical/ psychological)
- Intimidation/ threatening behaviour
- Unwelcome or offensive comments
- Exclusionary/ isolating behaviours
- Abuse of seniority or power/hierarchy/seniority
- Behaviour that is of obstructional or reputational nature
- Unreasonable/inappropriate pressure to produce work

**Call for Action: FAQs** ④
- What can I seek support for?
- Where can I get support?
- What reporting and support options are available?
- What could I consider before making a report?

**Call for Action: Challenge and Report Unacceptable Behaviour** ⑤

- **Be an Active Bystander:** 1. Direct Action (ask the perpetrator to stop), 2. Distraction (de-escalate by interrupting), 3. Delegation (refer the problem to an appropriate colleague), 4. Delay (intervene at a later time), 5. Document (keep a record of what you've witnessed – spot whether there is a pattern of behaviour)

- **Report the incident(s):** anonymously or with your contact details through UCL Report + Support

- **Seek support** (speak, get advice, find allies, look after your mental health/wellbeing) **& informally contact:**
  - UCL Dignity Advisors or IoN Dignity Advisors
  - IoN Mental Health First Aiders or IoN i-ct Practitioners
  - IoN Equality, Diversity and Inclusion (EDI) Leadership
  - UCL Crime Prevention and Personal Safety team
  - UCL Online Harassment Support Toolkit
  - Hub of Hope platform

    **Support for staff & students**

  - UCL Employee Assistance Programme
  - Silver Cloud: Online Psychoeducational & Cognitive Behavioural Therapy tool

    **Support for staff & PhD students**

  - IoN HR Manager
  - IoN Managers
  - IoN Wellbeing Champions
  - UCL HR Business Partner (HRBP)
  - Trade Unions

    **Support for staff only**

  - UCL Student Triage and Referral Tool (Students, but Staff access only)
  - IoN Personal Tutor and other IoN contacts
  - UCL Student Support and Wellbeing (SSW)
  - UCL Student Mediator
  - UCL Student Casework team
  - External support for students affected by violence page

    **Support for students only**

- **Direct approach:** nip the behaviour in the bud

**Concluding Statement** ⑥
- Reporting is not one-size-fits-all journey
- We invite you to make use of the code of conduct reporting options
- We recognise that reporting unacceptable behaviour can be challenging
- We work towards understanding and addressing barriers
- We appreciate your courage in reporting
- We are committed to a safe and supportive environment for all