



# CONNAUGHT HALL

36-45 TAVISTOCK SQUARE  
LONDON WC1H 9EX

## HARASSMENT, DISCRIMINATION AND BULLYING

### Introduction

- 1 All residents have the right to be treated with consideration, dignity and respect. If you are concerned about an incident of harassment, discrimination or bullying, do not hesitate to take action, however large or small it was and even if it has occurred only once. You should keep a note of the details and dates of any relevant incidents. The University will follow its policy in respect of offences that are also criminal offences. Nothing in this procedure will prevent Students exercising their legal rights.
- 2 The object of the complaints procedure is to solve problems quickly, simply, and fairly. It is hoped that the great majority of issues can be settled amicably at an early stage. A record of all complaints will be kept by the Hall for a reasonable period. This record will include the complainant's name, details of the complaint and how it has been resolved or concluded. It must be noted that making malicious allegations of harassment, bullying or discrimination is regarded as a serious disciplinary matter.

### Definitions

- 3 *Harassment:* Harassment is any unwanted conduct which is intended to or which creates the effect of violating the dignity of the Student or creating an intimidating, hostile, degrading, humiliating or offensive environment for the Student.
- 4 *Discrimination:* The University's equal opportunities policy recognises discrimination as unfair treatment on the basis of gender, race, colour, ethnic origin, nationality, disability, sexual orientation, marital status, parental status, caring responsibilities, age, social origins, political opinion or association, trade union membership and activities, religious or similar philosophical beliefs, or other beliefs/lawful preferences privately held on any matter.

### FROM THE WARDEN

**Dr Adrian Clark MBBS MCEM**

*The Warden's Team —*

*Enhancing opportunities for  
personal, social, academic  
and cultural development through:  
welfare and pastoral care;  
discipline and conflict resolution;  
community and social life;  
Residents' Club and Hall bar;  
out-of-hours emergencies; and  
re-admissions.*

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- 5 *Bullying*: Bullying may be characterised as offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means intended to undermine, humiliate, denigrate or injure the recipient.

### Taking action

- 6 If you think you are being subjected to harassment, discrimination or bullying in any form by a fellow resident or a member of staff, you do not have to tolerate it. If you feel able to make it clear to the person causing you offence that such behaviour on that person's part is unacceptable to you this may in some circumstances be sufficient to stop it. If you are not able to tackle the person concerned this does not constitute consent to the treatment, nor will it prejudice any complaint you may wish to bring. You may instead seek help and advice - confidentially if necessary - as follows.
- 6.1 Talk about the problem informally with friends, a Senior Member, the Warden, the ULU welfare officer, or your college's student union or counselling service: they may be able to suggest a way of resolving the problem.
- 6.2 Where informal methods for resolving harassment, discrimination or bullying fail, or the case is a serious one, you are advised to make a formal complaint.

### To whom should a formal complaint be made?

- 7 Formal complaints about harassment, bullying, or discrimination should be made in the first instance to the responsible person as shown in table 1.

| <i>Who is the complaint about?</i> | <i>Responsible person to whom your complaint should be addressed</i> |
|------------------------------------|--|
| Another resident                   | The Warden   |
| A Senior Member                    | The Warden   |
| The Assistant Hall Manager         | The Hall Manager   |
| Contract staff                     | The Hall Manager   |
| The Warden                         | The Head of Residential Accommodation                                |
| The Hall Manager                   | The Head of Residential Accommodation                                |

**Table 1**

## How should a formal complaint be made?

- 8 Complaints of alleged harassment, discrimination or bullying should be reported as soon as possible in writing to the responsible person as listed in table 1 stating (in confidence):
  - ❖ the name of the person about whom a complaint is being made;
  - ❖ the nature of the harassment, discrimination or bullying;
  - ❖ the dates, times and locations when harassment, discrimination or bullying occurred;
  - ❖ the names of witnesses to any incidents; and
  - ❖ any action you have already taken to stop the unwanted behaviour.

## Investigation of your complaint

- 9 The person to whom the complaint is addressed shall make the necessary arrangements to have the complaint thoroughly investigated as quickly as possible ensuring the rights of all parties are protected. You will be interviewed wherever possible within ten working days of the responsible person receiving the complaint. You may be accompanied by a friend who is a member of the University's staff or a student.

## Outcome of your complaint

- 10 Following an investigation, the responsible person will decide whether or not to pursue the matter further.
- 11 If it is concluded that the matter should be pursued, disciplinary proceedings will be initiated at the appropriate stage of the student code of discipline or the appropriate disciplinary procedure for staff (depending on the seriousness of the allegation). Serious cases of harassment, discrimination, or bullying may be grounds for expulsion; the actual level of penalty remains at the discretion of the responsible person. Given the requirement for confidentiality in disciplinary cases, the complainant will not be told the actual level of disciplinary action taken against an individual.
- 12 Where the misconduct is less serious, it may be sufficient for the person about whom the complaint has been made to promise not to re-offend and to be warned as to his/her future conduct.
- 13 If the responsible person decides not to pursue the matter, a written statement of the reasons will be given to the complainant.

## Appeals

- 14 If you are not satisfied about the way your report of harassment, discrimination or bullying is handled, you may appeal for a review of your complaint as outlined in table 2 (on the last page of this document). You must submit your appeal in writing within ten working days of receiving the letter confirming the outcome of the harassment, bullying, or discrimination investigation.
- 15 The procedure detailed in table 2 completes the University's consideration of the matter. Attention is, however, drawn to the Office of the Independent Adjudicator for Higher Education (OIAHE). The OIAHE provides an independent scheme for the review of student complaints about a final decision of a University's disciplinary or appeal body. Full details of the OIAHE and how to make a complaint are available from the website of the OIAHE ([www.oiahe.org.uk](http://www.oiahe.org.uk)).

## References

- 16 This guidance is a synthesis and summary of the following documents:
  - ❖ University of London Ordinance 17 - Code of Student Discipline; 1 August 2008.
  - ❖ University of London Ordinance 19 - Student Complaints; 1 August 2008.
  - ❖ University of London Ordinance 21 - Equal Opportunities Policy and Statement; 30 June 2004.
  - ❖ University of London Intercollegiate Halls of Residence Student Disciplinary Procedure (Schedule 3 to the Licence Agreement).
  - ❖ University of London Intercollegiate Halls of Residence Student Complaints Procedure (Schedule 4 to the Licence Agreement).
- 17 This guidance represents my understanding of the procedure for bringing a complaint about bullying, harassment, or discrimination. I would advise potential complainants and anyone accused of bullying, discrimination, or harassment to read the original documents also.

| <i>Who dealt with the complaint at stage 1?</i> | <i>First appeal</i>  | <i>Second appeal</i>   |
|---|--|--|
| <i>The Warden</i>                               | Ask the Warden to refer the matter to the Warden of another hall of residence, who shall investigate the complaint and normally report his/her findings within 14 days.  | Appeal directly to the Head of Residential Accommodation, who shall usually conclude his/her investigation within 28 days. |
| <i>The Hall Manager</i>                         | Ask the Warden to refer the matter to the Hall Manager of another hall of residence who shall investigate the complaint and normally report his/her findings within 14 days.   | Appeal directly to the Head of Residential Accommodation, who shall usually conclude his/her investigation within 28 days. |
| <i>The Head of Residential Accommodation</i>    | Appeal directly to the Vice-Chancellor. The Vice-Chancellor shall take such action as he/she thinks fit before reaching a decision, but shall not normally consider any complaint which has not been through all the stages in the relevant procedure. A complaint received by the Vice-Chancellor which has not passed through all the preceding stages may be referred back to an appropriate stage. | N/A  |

**Table 2**