

Reporting Incidents

24. Appendix 1 sets out the procedure to be followed in the event of a suspected breach of this Policy and gives guidance on who a student can approach to discuss harassment, bullying or victimisation matters.

Confidentiality

25. Confidentiality will be observed as far as practicable. The alleged perpetrator may be investigated (as far as practicable) except in any of the following situations:

- Where the reported incident is so serious that it warrants a formal investigation or referral to the Police or Safeguarding authorities
- Where there is a risk that the perpetrator may repeat their actions and this would put individual/s at risk of mental or physical danger
- Where there is a potential risk to the University of Suffolk
- Where failure to disclose information may be a breach of statute, for example, Section 26 of the Counter-Terrorism and Security Act 2015 (the Act) which places a duty on Universities to disclose information to the Security Services where it is in the interests of national security.

- Student Services (via the Infozone at Ipswich or the relevant Welfare and Guidance department at partner institutions)
- Chaplaincy

6. Whoever you approach will talk the problem through with you and discuss possible courses of action. All advice will be given in confidence and without pressure as to the course of action to be taken.

7. It may be possible at this stage to resolve the matter informally to your satisfaction. If you do not feel able to do so, you may choose to progress the matter to the formal stage of the Student Complaints Procedure or consider contacting the Police. If you do choose to report the matter to the Police you will be supported to do so.

8. If complaints and difficulties cannot be resolved informally, then a formal complaint should be submitted in accordance with the Student Complaints Procedure. Your formal complaint should be submitted on the Complaints Forms (Formal Stage, available on MySuffolk and address the following:

- The nature of the complaint and how it has affected you
- The action you have taken to try to resolve the complaint
- The nature of any evidence you could present
- The resolution you are seeking

9. You can also contact the Student Complaints Procedure (OSACC) for advice. OSACC is based in the Student Services Centre, Ipswich. OSACC can be contacted on 01894 243953 or via email at osacc@suffolk.ac.uk.

Advice Centre, Student Services, or the Investigating Officer appointed by OSACC. 0 0 1 89.424 395.33 Tm