

Staff Guidance – Receiving a Report of Assault, Harassment, Violence or Discrimination from a colleague/team member

Step 1 – Listen and be Supportive

- Listen with empathy and compassion, reassure the colleague that there is support available and that you can help them access it.
- Line managers will have a responsibility to escalate any report of assault, harassment, violence or discrimination which involves another colleague and/or student, as part of the University's duty of care to employees. This should be discussed with their local P&OD/HR team for further advice.
- Peers/colleagues should refer the reporting party to the First Responders network (for Gender Based Violence), Respect Advisers network (see step 3) or their local P&OD/HR team for further support and guidance.

Step 2 – Complete the University Reporting Form

- Advise the colleague that you will use the [University reporting form](#) to record their report.
- If the colleague has given permission for their name to be shared, enter their details on the reporting form. Proactive contact will then be made by a member of staff from EDU/P&OD to ensure that the colleague receives appropriate support and understands their reporting options.
- If the colleague does not give permission for their name to be shared, the form must still be submitted, and the report anonymised. Please note and inform the reporting party that no action can be taken by EDU/P&OD when an anonymous report is submitted. However, it is important that incidents are recorded to gain an accurate picture around the numbers of incidents and to inform ongoing work. (See section three for support information which should be provided to the colleagues as they will not receive contact from EDU/P&OD).
- Make clear on the form that you are a member of staff, have met with the reporting person and have heard their initial report.
- Ensure you note **only** what the reporting person tells you. Do not change or edit their words.
- Submissions made using the reporting tool are treated confidentially and will not be shared without consent, unless the University has a duty to act. Read the [FAQs on the reporting tool](#).

Step 3 – Provide Details of Available Support

Internal Support

- The University, in conjunction with Rape Crisis, has trained a group of staff as Sexual Violence and Harassment [First Responders](#). They can provide information and support in confidence.
- [Respect Advisers](#) are volunteer members of staff who have been trained to offer confidential, impartial, advice and support to anyone experiencing issues with harassment or bullying.
- Colleagues can access counselling through the [University's EAP provider PAM Assist](#), this is a free and confidential service and is external to the organisation and is available 24 hours.

External Support

- [Rape Crisis Scotland](#) provide a national helpline and email support to anyone affected by sexual assault. The helpline operates between 6pm and Midnight on **08088 01 03 02**. Glasgow & Clyde Rape Crisis can be contacted on **08088 00 00 14**, Mon-Fri 11am – 2pm
- [Bullying UK](#) has compiled some guidance and resources to help adults who have experienced bullying. They also offer a helpline and webchat support service.
- A selection of anti-racism resources and support information can be found on [CILIPS.org.uk](#).
- Mental Health assessment and support can be accessed via [NHS Living Life](#) on **0800 328 9655**.

Further Reporting Information

- Useful information on external reporting, along with helpline numbers and information videos can be found on the [Police Scotland website](#).
- For colleagues, if they choose to take a formal process (if the reporting party is a University staff member), this would either be the [Grievance](#) or the [Disciplinary](#) Procedure.

Safety Information

- Ask the student or staff member if they have a smartphone to download the [Safezone App](#).

Useful Contacts

- Campus Security - University Gatehouse **0141 330 4282**