

Receiving a Report of Assault, Harassment, Violence or Discrimination from a Student – Guidance

Step 1 – Listen and be Supportive

- Listen with empathy and compassion, reassure the student that there is support available and that you can help them access it.
- Students do **not** have to report the incident to the police or via the [Code of Student Conduct](#), it is their choice, they can access support from the university without making such a report.

Step 2 – Complete the University Reporting Form

- Advise the student that you will use the [University reporting form](#) to record their report.
- If the student 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 Student Services to ensure that the student receives appropriate support and understands their reporting options. As above, there is no obligation to make a further report to Police Scotland/Student Code of Conduct if the student does not wish to do so.
- If the student does not give permission for their name to be shared, the form must still be submitted, and the report anonymised. Please note that no action can be taken by Student Services 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 student as they will not receive contact from Student Services).**
- If you are a member of staff, make this clear on the form and include that you 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. 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.
- Students can book a consultation with the [Counselling Service online](#) or by emailing studentcounselling@glasgow.ac.uk

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 students - complaints raised internally are investigated in line with the [Code of Student Conduct](#).

Safety Information

- Ask the student or staff member if they have a smartphone to download the [Safezone App](#).
- Tell students about the SRC's [Get Home Safe Scheme](#) with Glasgow Taxis.

Useful Contacts

- Student Wellbeing & Inclusion – student-wellbeing@glasgow.ac.uk
- Code of Student Conduct - student-conduct@glasgow.ac.uk
- Campus Security - University Gatehouse 0141 330 4282 / Crisis number 0141 330 4444

If you are worried about the safety of a student or wish to escalate a concern, call **0141 330 4444** and ask to speak to a member of the Crisis Team.