

Bullying and Harassment Formal Visitor Complaint form UPR EQ10 Appendix V version 05.0

The University is committed to providing a safe, respectful, and inclusive environment (including online), free from harassment, bullying, sexual harassment, and violence.

The University adopts a zero-tolerance approach towards bullying and harassment and will provide advice and support to anyone who experiences this behaviour, and encourages individuals to seek advice and, as appropriate, to take informal or formal action.

When submitting details of your Formal Complaint, please provide as much information as possible, including details of any relevant incidents e.g. times, dates, the names of any witnesses, any relevant emails and/or social media communication.

Please note, if the Complainant is unwilling for the Respondent (the individual against whom the complaint is being made) to be informed of their identity or the substance of the complaint against them, the investigation cannot proceed. For more information about reporting anonymous concerns, please refer to **Speak Up** guidance via [Ask Herts](#) or the [University website](#).

Visitors should raise Formal Complaints of Bullying and Harassment no more than three (3) months from the date of the incident, or if there have been several incidents over a period of time, not more than three (3) months from the date of the last incident.

The completed form should be emailed to the Secretary and Registrar, Sharon Harrison-Barker: s.harrison-barker@herts.ac.uk

1.	This a complaint submitted by:			
	An Individual Visitor:	Yes/No	Group of Visitors:	Yes/No
	Your Personal Details <i>(If a Group Complaint, please name each complainant and the confirmed Representative for correspondence):</i>			
	Name:			
Preferred Pronouns:				
2.	Contact Information:			
	Address:			
	Telephone No:			
	Email address:			

3.	Disability Do you have a disability and do you require any additional support or assistance to use this form or the complaint procedure. If you need this document in an alternative format, please email us at governanceservices@herts.ac.uk or telephone us on +44 (0)1707 28 6006.
4.	Details about the person whom your complaint is against Their Name: Their Email address: Their Address (if known): Their Phone number (if known):
5.	What is your relationship to the person you are complaining about? (e.g., student, member of staff)
6.	Complaint Summary Please provide a clear and concise statement in bullet-point form of the main issues complained about including the dates/locations of key events.
7.	Please provide the details of any witnesses to the matter complained about (e.g., name, email address)
8.	Informal Complaint Action Please describe steps taken to informally resolve your complaint prior to making a formal

	<p>complaint. Where an informal resolution was proposed, please state why you feel it was not satisfactory. If you not attempt to resolve your complaint informally, please describe why you feel informal action was not appropriate.</p>
<p>9.</p>	<p>Is there currently Police involvement? (If 'yes', please provide the Police Crime Reference)</p>
<p>10.</p>	<p>Resolution Please describe how you would like the situation to be resolved.</p>
<p>11.</p>	<p>Additional Complaint Information Please provide us with relevant and significant details about main issues leading to the complaint and their impact on you. <i>(Note: details provided in this section may not be directly responded to but will be considered as they relate to main issues identified in the complaint summary.)</i></p>
<p>12.</p>	<p>Supporting Information Please provide a list of all information submitted in support of your complaint.</p>
<p>13.</p>	<p>Declaration and Submission By signing this form, I confirm that I read and understood the relevant complaint procedure.</p> <p>I understand that to investigate my complaint, those referred to in the complaint will be made aware of the contents of this form and additional information and, if necessary, will have an opportunity to comment on them as part of the complaint investigation.</p>

	<p>Confidentiality:</p> <p>All parties involved in any related investigation and/or management and/or administration of the complaint process will observe the requirements for confidentiality. While information will need to be disclosed to consider the complaint, it will only be disclosed to those staff involved in the consideration of the complaint.</p> <p>In addition, confidential information may be disclosed to governmental, police, or regulatory authorities or otherwise disclosed by law.</p>		
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Electronically Signed:	Date:		
	<p>When you have completed all sections, please submit this electronically, along with any supporting information to the Secretary and Registrar s.harrison-barker@herts.ac.uk</p>		