Bullying and Harassment complaints flowchart – V03.0 UPR EQ10, Appendix I - Effective: 21 October 2021

Cause for complaint
Check what is being experienced is bullying and/or harassment (UPR EQ10, Section 3)

Investigation
An impartial investigation is conducted carried out by trained neutral investigators. The findings are considered by the Recipient. UPR EQ10, Section 6.4

Informal action
The Complainant can make a direct approach to the Respondent or seek a facilitated approach. UPR EQ10, Section 5.

Investigation required
The Recipient decides an investigation is required and a suitable investigator is appointed. The Respondent and Complainant are notified in writing.

Decision
The decision will be confirmed in writing to both the Complainant and the Respondent within 5 working days of the investigation concluding. UPR EQ10, Section 6.6

Formal action
If an informal approach is unsuccessful, a formal complaint can be submitted to the appropriate person UPR EQ10, Section 6.1.

Initial meeting
The Recipient will meet with the Complainant and decide if investigation is required. UPR EQ10, Section 6.3

Investigation not required
The Recipient decides an investigation is not required and communicates this to the Complainant. The Complainant has the right to request a Review of that decision UPR EQ10, Section 7

Complaint upheld
If disciplinary action is deemed necessary, a hearing will be conducted in accordance with the relevant University disciplinary procedures. The Complainant may not challenge the outcome of the disciplinary hearing. UPR EQ10, Section 6.6.2

Complaint not upheld
The Recipient will inform the Complainant in writing and confirm their right to request a review of the decision, where applicable. UPR EQ10, Section 6.6.1