Bullying and Harassment complaints flowchart – V04.0 UPR EQ10, Appendix I - Effective: 29 November 2021

**Cause for complaint**
Check what is being experienced is bullying and/or harassment (UPR EQ10, Section 3). For sexual violence and harassment see sections 2 and 4 of Appendix III, UPR EQ10.

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

**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

**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

**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.

**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