Report and Support - for students

The new interface for students (and staff) to report and anonymously report inappropriate behaviour of others at the University.

Go to: [https://reportandsupport.cam.ac.uk](https://reportandsupport.cam.ac.uk)

Access a ‘support article’ to find University, College and external support

- ‘report anonymously’
- ‘report with personal details’

Complete the questions. You can provide a brief account using a ‘free text’ box.

If you provide names or other specific details, we may redact this information if it could lead to you being identified.

A member of the Office of Student Conduct, Complaints and Appeals (OSCCA) will email you within a week.

**Initial action**

- OSCCA will identify risks relating to duty of care and redact information that could affect your anonymity
- No formal action will be taken
- Information will be shared with those responsible for the department or service (if known)
- Anyone named may become aware of the report and its contents.

**Initial action**

Following either a meeting or emails with OSCCA you can:

- Raise a [student complaint](https://reportandsupport.cam.ac.uk) about a staff member
- Raise a [disciplinary concern](https://reportandsupport.cam.ac.uk) about a student
- Request a [behaviour agreement](https://reportandsupport.cam.ac.uk) to limit interaction between you and another student

**Monitoring**

- Monitoring trends or repeat behaviours around the University
- 6 month data, case studies and analysis report with student input
Students who have been subjected to inappropriate behaviour from students or staff can raise a student complaint (about staff) or request a behaviour agreement or raise a disciplinary concern (about students).

**Student complaint**

Submit a detailed written account of what happened or meet with the investigator or case handler to provide an oral account.

You can provide names of witnesses and any evidence you may have, for example emails or screen shots of messages.

The investigator or case handler will conduct an investigation meeting with any witnesses and the other person to gain their accounts.

You may be requested to attend a Discipline Committee.

**Outcome**

You will be informed whether your complaint or concern has been upheld or dismissed.

You will be informed of any remedies or action taken that has a direct impact on you.

You will not be informed of any disciplinary sanctions that do not directly impact you.

If you are unhappy you can request a review.

If you remain dissatisfied you can raise a complaint with the external ombudsman, the OIA.

**Disciplinary concern**

Meet with a facilitator to discuss the actions you think will limit your interaction with the other student.

The facilitator will meet with the other student to discuss the actions.

**Behaviour agreement**

A list of proposed actions will be sent to you and the other student for your agreement.

If both of you agree to at least some of the actions these will become a formal behaviour agreement.

You can refer the case into a disciplinary concern at any time.

**Timeframe**

- Student complaint: 3-6 months
- Disciplinary concern: around 8 weeks
- Behaviour agreement: 3-6 months