

Bullying:

If you have faced any form of bullying, intimidation or coercion, within the university or within the community, there are many ways that you can report the incident and/or receive support.

(a) Report to public service authorities:

Police: Call 999 if the crime is in progress; someone suspected of a crime is nearby; and/ or there is danger of serious harm. Call 101 to report a crime or other concerns that do not require emergency responses. There are specially trained police officers, experienced in collating reports from victims.

Police University Liaison Officers: we have a campus Police Officer who has a drop-in service at NUSU's Student Advice Centre (SAC) on Tuesdays 12-2pm and at the University's Kings Gate Building on Thursdays 12-2pm term time only. You can speak to the police officer confidentially and report an incident at that time. The police officer will maintain confidentiality unless there is a perceived risk of serious harm to either yourself or others.

Crimestoppers: are an independent charity helping law enforcement to locate criminals and help solve crimes. They have an anonymous phone number, (0800 555 111) that you can call to pass on information about crime. Alternatively you can send information anonymously via their [giving Information Form](#).

(b) Report/ Disclose to the University/ Union:

University's Complaints Procedure:

A student can bring a complaint against a staff member or the University by accessing the Student Complaints and Resolutions Procedure.

https://www.ncl.ac.uk/students/progress/assets/documents/Student-Complaints-and-ResolutionProcedure18_19_final.pdf

This is the University's formal complaints procedure under the Student Charter by which students are able to make a formal complaint about a School, Service or member of staff within the University. This procedure applies to all formal complaints, including those related to harassment and racial equality.

Complaint about another student of the University

If a student wishes to complain about another student at the University they should contact the Casework Team by emailing casework@ncl.ac.uk. The email should contain a full explanation as to the nature of the concern, with supporting evidence. Student Progress Service may invite you to a meeting as part of the investigation.

The allegation will normally be investigated under the University's Student Disciplinary Procedure.

Please Note:

Complaints made anonymously will not normally be investigated. Exceptionally, however, an anonymous complaint may be considered when the University accepts that there is a compelling case supported by additional evidence.

All complaint investigations are carried out with complete transparency whilst being mindful of the Data Protection Act.

NUSU's 'It Happens Here' disclosure form: (<https://www.nusu.co.uk/support/ithappenshere>) The 'It Happens Here' disclosure form has two options:

- The first option is to disclose to NUSU's independent Student Advice Centre (SAC) anonymously.
- The second option is to request an appointment with the SAC.

Complaint to Students' Union: (<https://www.nusu.co.uk/complaint/>). Where the incident occurred during any Students' Union activity, including sports and society events, a complaint can be made internal to our institution.

Security Service Staff: (security.control@ncl.ac.uk. [0191 208 6817](tel:01912086817)). Security staff are available 24 hours every day, including weekends. If you are worried about yourself or another student and/or need some assistance, you can call security and they should be able to advise you. They

are located on the ground floor of Barras Building on Newcastle University's campus (to see location go to www.ncl.ac.uk/documents/Campus-Map-Print.pdf). They house campus-wide CCTV systems and they have direct radio links with Northumbria Police, allowing them to respond quickly if you are in imminent danger.

(c) Seek Support:

ARCH: (<https://www.newcastle.gov.uk/your-council-and-democracy/equality-diversity-and-citizenship/our-equality-services/reporting-racist-and-homophobic-incidents>). ARCH is a reporting centre for all cases of hate crimes and bullying. Hate crime includes discrimination on the basis of race, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion, belief sex, or sexual orientation.

Victims First: (<http://www.victimsfirstnorthumbria.org.uk/>). A local charity which helps people affected by crime. They provide free and confidential support to help you deal with your experience whether or not you decide to report this to the police.

iStreetWatch: (<https://www.istreetwatch.co.uk/>). iStreetWatch tracks racist and xenophobic harassment, and creates patterns of witnessed and experience racist and xenophobic harassment.

Student Wellbeing Service, Newcastle University: **(0191 208 3333)** (www.ncl.ac.uk/students/wellbeing/support). The Student Wellbeing Service offers time focused therapy of up to six sessions of counselling to help anyone concerned about bullying. The service is confidential and students can request the gender of their therapist.

Welfare and Equality Officer (WEO): (welfare.union@ncl.ac.uk) The WEO is not qualified to give advice, but can discuss the options available and signpost victims in the right direction.

