Appendix 1: Complaints and Confidentiality

What to do if I wish to submit a complaint?
Disciplinary action will be taken where there are serious or repeated breaches of the Respect at Kent Policy.

1.1 Informal Resolution
Where possible, in the first instance there should be an initial approach to the person responsible for the behaviour to advise the person that you find it inappropriate, unacceptable or unwelcome.

It is NOT expected that an individual be required to approach the subject of the complaint alone or unsupported. The University of Kent operates a Mediation Service which can be contacted to provide advice and support for cases involving alleged discrimination, bullying, harassment or victimisation.

Initial remedial action will focus on informal resolution via mediation to enable relationships to continue in a positive and acceptable environment wherever possible. All allegations will be taken seriously and appropriate action will be taken.

Contact information for the Mediation Service can be found in Appendix 2: Sources of Advice and Support

Additional advice can be sought from a variety of different sources as detailed in Appendix 2: Sources of Advice and Support of this document. The focus for initial discussions should be to identify steps to address any concerns and the provision of support and advice.

1.2 Formal Resolution
If informal resolution fails, then concerns about the behaviour of a student may be taken forward formally under the Regulations on Student Discipline in Relation to Non-Academic Matters by the appropriate College Master. The complainant should contact their College Master outlining the nature of their complaint.

Concerns about a member of staff may be raised with the line manager of the member of staff concerned and subsequently as set out in the Complaints Procedure for Students. You can find staff details on The University Directory. Please include the following information in a letter of complaints:

- Applicant’s name
- Applicant’s student number
- The staff member the complaint is about
- The time and date of the incident
- The nature of their complaint and any supporting evidence
- A reasonable outcome that the applicant feels would be an appropriate resolution to the complaint.

Where a breach of this policy is solely related to the use of IT, the Regulations for the Use of Information Technology (IT) Facilities at the University of Kent, and the IT Code of Conduct should be followed.

If the complaint is in relation to a Kent Union activity, the Kent Union Student Disciplinary Procedure should be followed. However, further disciplinary action may be taken by the University and will be considered on a case by case basis.

A flowchart summarising the above is attached as Appendix 4
The support networks outlined in Appendix 2: Sources of Advice and Support of this document are available to those who are subject to a complaint as well as the complainant and can be accessed for the Formal Resolution stage as well as the Informal Resolution stage.

Confidentiality
All discussions regarding complaints under this Policy will be treated confidentially unless the safety of students or members of staff is at risk.

All individuals should recognise that to address concerns through the appropriate procedures it is necessary to share some information regarding the specific complaint with the person or people against whom the complaint is made. This sharing of information will be kept strictly to those directly involved in the investigation or remedial processes and will be discussed with the person raising the complaint in the first instance. Individuals who consider that they are subject to bullying or harassment should not discuss this widely but should follow the appropriate procedure to raise their concerns.