Appendix 4: Respect at Kent Flow Chart

Are you a student who feels discriminated against, bullied or harassed by a fellow student?

Are you a student who has observed an incident of discrimination, harassment or bullying by a fellow student?

Yes

To seek advice or support, you may contact:
- Mediation Service
- Harassment Contact
- Master of your College
- Your Student Support Officer and/or Academic Adviser
- Your Tutor / Senior Tutor
- Kent Union VP Welfare / KU Advice Centre / GK Advice Centre
- Wellbeing Service (Counselling)
- Medical Centre (where you feel your health is being affected)

The steps for pursuing a complaint are:
1. Informal Personal Resolution, supported by the Harassment Contacts or Mediation Service
2. Informal Resolution facilitated by the Master of your College
3. Formal redress through your College Master under the Regulations on Student Discipline on non-academic matters

Are you a student who feels discriminated against, harassed or bullied by a member of staff?

Are you a student who has observed an incident of discrimination, harassment or bullying by a member of staff?

Yes

To seek advice or support, you may contact:
- Mediation Service
- Harassment Contact
- Master of your College
- Your Student Support Officer and/or Academic Adviser
- Your Tutor / Senior Tutor
- Kent Union VP Welfare / KU Advice Centre / GK Advice Centre
- Wellbeing Service (Counselling)
- Medical Centre (where you feel your health is being affected)

The steps for pursuing a complaint are:
1. Informal Personal Resolution, supported by the Harassment Contacts or Mediation Service
2. Written complaint to the member of staff’s line manager under the Complaints Procedure for Students
3. Disciplinary investigation by the University against the member of staff