This flowchart should be read in conjunction with the Dignity at Work and Study Policy and Procedures, available at: www.reportandsupport.manchester.ac.uk

If you feel that you are/have been discriminated against, harassed or bullied, you can discuss your concerns and seek advice from:
- Human Resources
- Trade Union
- Student Support and Advice
- Students’ Union Advice Service

Informal Procedure (Staff and Students)

- Speak to a Harassment Support Adviser
- Discuss behaviour with the person and explain why it is unacceptable
- and/or Take part in mediation, a voluntary and confidential process that gives you the opportunity to discuss issues and concerns in a safe environment

Has the issue been resolved?

Yes

END

No

Formal Procedure (Staff)

- Submit a complaint in writing to your HR Partner ideally within 40 days from the issue that led to the complaint
- Investigating Officers will gather information, consider the complaint and provide a written response normally within 30 days

Do you accept the outcome of the investigation?

Yes

END

No

Submit an appeal to the Director of HR within 10 days

Appeal panel of 3 senior managers consider appeal. Decision is final in University process

END

Formal Procedure (Students)

- Please refer to the Student Complaints Procedure found in the University’s guide to complaints www.studentsupport.manchester.ac.uk/study-support/complaints/