

Resolution Routes

Report & Support

Report & Support website: <https://www.reportandsupport.manchester.ac.uk>

Anonymous reporting helps us to get an understanding of the prevalence of issues within our community. When you submit an anonymous report, we are unable to contact you to offer support or provide you with any updates in relation to your report. Find out more here: <https://www.reportandsupport.manchester.ac.uk/support/anonymous-reporting-what-happens-next>

Named reporting via the Report & Support platform results in your report being picked up by a Harassment Support Advisor (HSA) who provide a confidential information service on issues relating to bullying, harassment, sexual harassment and discrimination. HSA's are also available to any member of staff or student who has been accused of bullying, harassment, sexual harassment or discrimination.

Harassment Support Advisors can support staff and students in a number of ways such as:

- Offer confidential information on issues relating to harassment, bullying and equality;
- Listen to you without making any judgments about what you say;
- Help you to clarify your thoughts about what is happening;
- Explain the informal and formal procedures under the **Dignity at Work and Study Policy** (<https://www.staffnet.manchester.ac.uk/equality-diversity-inclusion/report-and-support/dignity-at-work/>)
- Help you to explore the various options available to you;
- Explain the mediation process and make a referral;
- Help you to explore other sources of support which may be available to you.

There are two procedures associated with the [University's Dignity at Work and Study Policy](#). The first is **informal**, and the second is **formal**. As set out in this policy, staff are encouraged to seek impartial advice and to use the University's informal procedures for resolving instances of unacceptable behaviour in the first instance (and if appropriate). For an understanding of how our resolution procedures function alongside our policy, please view our [flowchart](#).

Informal Resolution

This generally relates to a 'discussion' with the individual, or via your line manager, P&OD People Partner and / or Employee Relations Team. Some examples of what this might look like are:

A direct discussion:

- with the individual/party involved, if you feel comfortable.
- if possible, you should make it clear to your colleague that you are being subjected to unwanted behaviour, and you would like them to alter this behaviour.

- Note, it is helpful if you have specific examples, or evidence of the unwanted behaviour, and can say why this has made you feel uncomfortable.
- This is often very difficult to do, and the complainant may prefer to be accompanied by a colleague/fellow student, a line manager/tutor, a trade/students' union representative
- a record of the discussion and copies of any correspondence should be kept by both parties if follow-up action becomes necessary.
- This format does not have to be in-person and can be entirely directed by you as the complainant, e.g. it can also be via a letter, Teams, e-mail, etc.

Via Line Manager (or other):

- Your line manager can act as a proxy to facilitate a conversation on your behalf with the respondent's line manager.
- Drafting a letter to outline the parameters of the discussion, including boundaries and key points may be helpful in this scenario.

For support in handling these conversations you can also consult with and/or call on internal support mechanisms that can offer confidential and context specific support and/or advisory services such as:

- Your School/Faculty EDI Team
- a relevant [Trade Union](#) if you are a member (Unison, Unite and UCU)
- the [Central EDI Team](#)
- [P&OD People Partners](#)
- the [Employee Relations Team](#)
- [Staff Network Groups](#)

It may be worthwhile taking into consideration that re-telling experiences to external parties can sometimes be **re-traumatising**.

Mediation

[Mediation](#) is an informal, voluntary and confidential process which can be used at any stage, as an alternative to the informal stage, or as the next step after an informal procedure is left feeling incomplete. It gives you the opportunity to discuss issues and concerns in a safe environment with a trained mediator.

Note: both / all parties must agree to mediation.

If the case is suitable for mediation there are a number of steps that are usually followed once a request has been made, these include:

An initial meeting:

- The Mediation Service will contact you to arrange, separate, introductory meetings with your mediator(s). This meeting usually last around 1 hour and gives you the opportunity to explore the issues that are causing the conflict.
- The mediator(s) will ask you to discuss how things could be improved and what you want to get out of mediation.

- You will be able to ask any questions about the joint mediation meeting. If you decide to go ahead, the Mediation Service will contact you to make the necessary arrangements.

A joint meeting:

- facilitated by the mediators, usually lasts around three hours. This meeting brings you both together to talk through the issues you've highlighted and work on a mutually agreed agenda.
- The mediator(s) will provide an overview of how the session will work and give both of you some uninterrupted time, which will give you the opportunity to put forward your key issues.
- Following this the mediator(s) will facilitate a discussion where you will explore the key points raised. These discussions will take place in a confidential environment with firm ground-rules set by you and the mediator(s).

An agreement:

- The mediator(s) will ensure that both of you are given space and time to talk about your issues and concerns. There will be plenty of opportunity for you both to clarify how you feel and what you would like to see changed.
- The intention is that you work toward a joint agreement which focuses on the future of your relationship whilst at the University.
- At the end of the mediation session there will be an agreed plan of action. This plan is developed by you and can take many forms, a formal statement with actions and timescales or simply a couple of points you both agree to undertake.
- This will remain confidential and will not be shared with anyone else without your agreement.

After Mediation:

- the mediator(s) will contact you at an agreed time to follow up and see how things are progressing.
- At this point you will be asked if you would like to provide feedback on the mediation process.

For any queries contact: mediation@manchester.ac.uk

Formal Grievance

As set out in the dignity at work and study policy, If it has not been possible to resolve the matter informally or through mediation or if it is not appropriate to seek to resolve the complaint using the informal stages, the complainant may submit a formal, written complaint to their P&OD People Partner and/or to your manager or another senior manager.

This may involve a formal investigation which will include fact-finding interviews with the main parties of the complaint and any potential witnesses. The investigation will look to establish the facts and make recommendations for further action.

The formal complaints procedure will follow a set format with confidential systematic recording of events which are kept separate from an individual's personnel record. You will be given the opportunity to respond and be entitled to representation at any formal meetings. As the complainant you have the right of appeal against any outcome.

Details of this process, and a referral form can be found here:

<https://www.staffnet.manchester.ac.uk/people/current-staff/resolving-issues-at-work/grievance/>

Support for your Wellbeing

While the following services are not involved in progressing a report, they are here to support your wellbeing:

UoM Health and Well-being services:

- <https://www.staffnet.manchester.ac.uk/wellbeing/mental-health/>
- Counselling workshops (e.g. mindfulness & breathwork):
<https://www.counsellingservice.manchester.ac.uk/workshops/>
The Health Hero Wellbeing Hub - external provider offering free and anonymous support for staff wellbeing and mental health: <https://www.counsellingservice.manchester.ac.uk/staffsupport/>

External support:

- Citizen Advice <https://www.citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue/consumer-service-complaints-procedure/>
- Mind <https://www.mind.org.uk>
- SARI (Stand Against Racism and Inequality) <https://saricharity.org.uk>
- MindOut <https://mindout.org.uk>
- <https://www.gmp.police.uk>