

What are students' existing pathways for reporting incidents of racism?

- **College Student Support Office staff**

Each Durham University college has a Student Support team. They are often the first point of contact for many students who find themselves in difficulty, including those who have experienced a racially motivated incident. The College Student Support team normally comprises the Vice-Principal, the Assistant Principal and Student Support Administrator. They can provide guidance and help students to access further support in their departments and/or with the specialist support services within the University if necessary.

- **College-based peer support**

JCRs, MCRs and GCRs Student representatives in Common Rooms can also provide guidance and support for students experiencing a racist incident.

- **Durham Students' Union (DSU's) Advice Service**

DSU's [Advice Service](#) provide one-to-one support, advice and guidance on addressing issues informally or making a complaint under the Student Complaint (Individuals and Behaviour Policy). DSU can also facilitate mediation between students or student groups where difficulties have arisen.

- **Report + Support Online Tool**

Students can make reports of racially motivated incidents through the [Report + Support tool](#). Report + Support was set up to provide a centralised platform for students and staff to make an anonymous report and, where contact details are given, obtain support and guidance from a designated staff member. Information on what happens next after submitting a report via Report + Support can be accessed [here](#).

- **Concerns, Bullying and Harassment Support Advisors Network**

The University operates a network of [Bullying and Harassment Support Advisors](#) who can be approached by students. The Advisors can be contacted directly, or through the Report and Support online tool by making a report.

- **Student Conduct Office (for incidents that need to be resolved formally)**

If it is determined by the University that Stage One (of the Student Complaint Procedure – Individuals and Behaviour) has not resolved the situation or the

incident under investigation involves non-sexual physical violence, the complaint will be investigated under Stage Two of the process.

The complaint form is available on the [Student Conduct Office webpages](#). Students should aim to provide as much information as possible of the events complained of, any supporting information and, where possible, a clear indication of the outcome sought.

Emergency situation

Where students consider themselves to be under physical threat or at serious risk of imminent harm, they should always contact the police in the first instance. See further information [here](#).

Further information:

- [Student Complaint Procedure \(Individuals and Behaviour\)](#)

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