

# URGE

## Unlearning Racism in Geoscience

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### URGE Complaints and Reporting Policy for Durham University

This is what was found by Diversity@Durham at Durham University on policies for handling complaints, the reporting process, resources, and possible outcomes. Some information was public; answers that were only found through follow up with contacts are noted.

- **The link(s) to the reporting policy at our organization are here:**
  - Durham University Policies
  - <https://www.dur.ac.uk/hr/policies/respectatwork/> (for staff)
  - [https://www.dur.ac.uk/university\\_calendar/volumei/codes\\_of\\_practice/](https://www.dur.ac.uk/university_calendar/volumei/codes_of_practice/) (for students)
  - Are reporting policies regularly reviewed? Yes
  - What is the process for changing policy? HR (staff policies), Student wellbeing and support (student policies)
  - Are the rates of reporting made publicly available (e.g. # of reports each year)? %ages reported (in early stages of reporting tool so numbers are not yet used so as to avoid potential identification of individual victims/incidents)
- **What mechanisms are available for reporting complaints, bias, microaggressions, harassment, and overt racism?**
  - Who are the designated individuals/positions for reporting incidents? Clear signposting provided to police, line managers, College Student Support Officers and online tools
  - Can reports be made online? Yes, Where? <https://reportandsupport.durham.ac.uk/>
  - Anonymously? Yes (optional) Who do in-person and online reports go to? Who has access to see reports? To comply with GDPR (General Data Protection Regulation), only authorised staff members have access to reports. This includes a small Report + Support team from the central EDI Unit who will triage a report (depending on the incident type etc) to designated staff from Student Conduct, HR, relevant College Support staff and/or Bullying and Harassment Advisor. With the consent of the reporting party and if necessary to the resolution of a report, the details will also be shared to the relevant line manager/department head.
  - Are police included in the process? Complainant can choose to involve police – clear guidance on options is provided. When and how? Are individuals accompanied by an advocate or someone from the organization? The University has two [police liaison officers](mailto:Sean.Tindale@durham.pnn.police.uk) ([Sean.Tindale@durham.pnn.police.uk](mailto:Sean.Tindale@durham.pnn.police.uk) and [gary.thompson@durham.pnn.police.uk](mailto:gary.thompson@durham.pnn.police.uk)) who can be contacted directly by any staff/student. The Report + Support team can also help connect a complainant with the police officers, where applicable.
- **What are the outcomes or consequences for reported individuals?**



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- Outcomes are now (as of late 2019) listed for the highest category incidents including disciplinary action and/or expulsion
  - Who decides the outcomes/consequences? HR (for staff) What is the process? (Senate Discipline Committee (students))
  - Are reports tracked? How are they tracked? By who? Reports received through the Report + Support tool (which was introduced in October 2019) are being tracked and analysed by the EDI Unit. The data is collated and shared with senior staff and governing bodies. We are working together at an institutional level to categorise reports that come through different pathways and integrate different sources of data to inform our overall picture and shape prevention and response strategies.
  - Are repeated complaints escalated to a disciplinary board? What is the process? Yes. Process not known
- **What resources are available for individuals reporting?**
    - Large range of resources provided on reporting websites and on other sites that are linked such as Race Equality Charter (REC), BLM statements, University Respect commission etc
- **What resources are available to groups raising issues or proposing changes?**
    - Several pages of resources devoted to campaigns, petitions, and a range of institutional initiatives some of which involve consultation. Most University-wide initiatives take into account representation from stakeholder groups, e.g. the REC Self-Assessment Team (which is driving the institutional REC) includes representatives from the BAME Network, Durham People of Colour Association as well as the International Students Association.
    - At faculty level, we also have faculty EDI leads (Beth Bromley for Science) who can help in putting forward proposed changes.
    - Staff and student surveys do occur, some of these involve race (amongst other protected characteristics)
    - Leadership does proactively ask students and/or staff for input on how to improve – EDI and staff surveys, consultation as part of Respect Commission.