



Student Bullying and Harassment Policy



Scope: All students of City, University of London.

Senate Regulations

[Senate Regulation 13 Student Discipline](#)

Summary

This policy provides our definition of Bullying and Harassment and sets out the guiding principles and process that the University will execute to promote a safe environment for students. The policy provides information of Support Services available, and a flow chart to explain the process to make a report and receive support.

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Effective from: 1 February 2024

To be read in conjunction with:

Senate Regulation 13 Student Discipline

Student Sexual Misconduct Policy

Equality and Diversity Statement

City, University of London is committed to promoting equality, diversity and inclusion in all its activities, processes, and culture, under its Public Sector Equality Duties and the Equality Act 2010. This includes promoting equality and diversity for all, irrespective of any protected characteristic, working pattern, family circumstance, socio-economic background, political belief or other irrelevant distinction. Where relevant to the policy, decision-making panels will ensure a reasonable gender balance (with at least one man and one woman) and will actively consider representation of other protected groups.

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Introduction and Key Principles

1. The University aims to operate an enabling environment where all students are supported to feel safe, respected and able to challenge inappropriate and unacceptable behaviours wherever they occur. The University maintains transparent and robust mechanisms that allow students to raise concerns regarding bullying and harassment.
2. Students are partners in the University's processes. The University will work with its students to ensure that their rights, safety and welfare are protected throughout their involvement in any informal or formal procedures relating to any forms of bullying and harassment. The University will respond appropriately and effectively to any breaches of the Student Bullying and Harassment Policy and associated Regulations.
3. This Policy comprises a Code of Conduct of the Student Discipline Regulation. The role of the University is to undertake an investigation into an alleged breach of this Policy, and not to attempt to be a substitute for a Police investigation or criminal proceedings.
4. This Policy consists of and includes the following:
 - a. Appendix 1 – This provides examples of discrimination, bullying harassment, and victimisation.
 - b. Appendix 2 – This provides details of the internal and external sources of support available.
 - c. Appendix 3 – This provides a process flowchart of the procedure that will be followed when allegations of bullying or harassment are made.

Definitions

5. The University recognises the following definitions as central to our understanding of bullying and harassment, and other related inappropriate behaviours, as forms of misconduct which would be considered a breach of this Policy.
6. **Bullying** is “persistent, offensive, intimidating, malicious or insulting behaviour, which may include an abuse or misuse of power through ways which have the purpose or effect of undermining, humiliating, denigrating or injuring the recipient emotionally or physically.
7. Bullying can take the form of physical, verbal, and non-verbal conduct, including posting on, and messaging through, social media platforms and other virtual spaces. The University might consider the following behaviours to be examples of **bullying**. This is not intended to be an exhaustive list and other behaviours may also be considered relevant:
 - Insulting someone by word or behaviour;
 - Ridiculing or demeaning someone – picking on them or setting them up to fail;
 - Deliberately excluding an individual or individuals from study groups, networks or communications without a good reason
 - Withholding information which can affect an individual's performance
 - Overbearing or intimidating levels of supervision or other misuse of power or position
 - Shouting, using profane language or making sarcastic remarks in front of others
 - Spreading malicious rumours about an individual or individuals
 - Physical threats such as verbal abuse and intimidating gestures
 - Psychological threats such as making threats about marks/grades
 - Ignoring or dismissing the views and opinions of an individual or individuals
8. **Online or cyber bullying** is bullying that takes place over digital devices. The scope of digital communication now available to us means this type of bullying can take place in many forms including through email, phone calls, video conferencing, and many types of instant messaging like text and web chats.

9. **Harassment** is defined as unwanted conduct related to a relevant protected characteristic which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual. Harassment, as defined by the Equality Act 2010, occurs in relation to the age, disability, gender reassignment, race, religion or belief, sex or sexual orientation of an individual.

Unwanted conduct covers a wide range of behaviour. It can include:

- Spoken words
- Written words
- Banter
- Imagery
- Physical gestures
- Facial expressions
- Mimicry
- Jokes or pranks
- Other physical behaviour towards a person or their property
- Acts affecting a person's surroundings

10. When that unwanted conduct is related to a person's characteristic(s), which is not defined as a protected characteristic, e.g. height, body shape or appearance, it will still be considered unacceptable behaviour when it has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual.

11. The University might consider the following behaviours to be examples of **harassment**. This is not intended to be an exhaustive list and other behaviours may also be considered relevant:

- Unwanted physical contact, including touching, pinching, pushing, grabbing, brushing past someone, invading their personal space.
- Continued suggestions for social interaction after it had been made clear that such suggestions are unwelcome;
- Sending or displaying material that could reasonably be image-based abuse, or that may be offensive.
- Offensive or intimidating comments or gestures; insensitive jokes, pranks or 'banter'.
- Mocking, mimicking, or belittling an individual's disability.
- Racist, sexist, homophobic, bi-phobic, transphobic, or ageist jokes, or derogatory or stereotypical comments about a particular gender, or ethnic or religious group.
- Outing or threatening to out someone as lesbian, gay, bisexual, trans, queer (LGBTQ), or any other minority gender or sexual identity.
- Ignoring, shunning, or deliberately excluding someone from a conversation or group because of their protected characteristic.

12. **Online harassment** is defined as unwanted conduct using information and communication technologies which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual.

13. The University might consider the following behaviours to be examples of **online bullying or online harassment**. This is not intended to be an exhaustive list and other behaviours may also be considered relevant:

- Being excluded from online meetings/lectures, or being ignored, or dismissed during online meetings/lectures.

- Being the subject of malicious gossip, being extensively criticised, receiving offensive comments in emails or being subjected to such behaviour during video calls, or phone calls.
- Sending or posting hateful, hurtful, embarrassing or untrue comments or content about an individual's age, disability, gender identity, race, religion or belief, or sexual orientation online.;
- Sharing someone else's personal information that will have a harmful effect on the other person.
- Purposeful isolation of individuals from online communications with others in a network.
- Internet pile-on, where large numbers of people are encouraged to target one individual with numerous messages;
- Pretending to be someone else online to solicit or post personal or false information about someone else.;
- Posting deliberately inflammatory, inappropriate or controversial messages or comments on the internet to upset and provoke responses from other internet users.
- Up-skirting; or filming or photographing under a person's clothes without their consent to capture images of their body or underwear.
- Virtual mobbing; or where a person tries to attract attention to someone else by getting other people to bully a person, for example by using hashtags to encourage other people to join in.

14. **Discrimination** is defined under The Equality Act 2010 and takes place when an individual or a group of people are treated less favourably than others based on a protected characteristic. Discrimination includes the following categories: direct discrimination (which includes discrimination by association and perception), indirect discrimination and discrimination arising out of a disability.

The University might consider the following behaviours to be examples of **discrimination**. This is not intended to be an exhaustive list and other behaviours may also be considered relevant:

- Making derogatory comments about someone based on their race or ethnicity;
- Only recruiting people from a particular ethnic or religious group;
- Treating an individual or a group less favourably because of their age;
- Treating an individual or a group less favourably based on their gender identity, or sexual orientation;
- Treating an individual or a group someone less favourably able based on their religion or belief;
- Treating an individual less well or putting them at a disadvantage for a reason that relates to their disability.

15. **The protected characteristics are set out in the Equality Act 2010.** It is against the law to discriminate against someone because of a protected characteristic. There are nine protected characteristics as follows:

- Age
- Disability
- Gender reassignment
- Marriage or Civil Partnership
- Pregnancy or maternity
- Race
- Religion or belief
- Sex
- Sexual Orientation

The complainant does not necessarily have to possess the characteristic, nor does the complaint have to be related to behaviour or conduct directed at them e.g. a student can make a complaint about the treatment of another or student.

16. **Sexual harassment** is defined in the Equality Act 2010 as “unwanted conduct of a sexual nature, which has the purpose or effect of violating the recipient’s dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment.” Please refer to the Student Sexual Misconduct Policy, available on the [Student Policies & Regulations webpage](#).
17. **Victimisation** is unlawful under the Equality Act 2010. It occurs when an individual has complained (or intends to complain) about discrimination or has supported someone else in their complaint and has been subjected to a detriment as result. For example:
 - Making a claim or complaint of discrimination (under the Equality Act).
 - Helping someone else to make a claim by giving evidence or information.
 - Making an allegation that an individual has breached the Act.
 - Doing anything else in connection with the Act.

If a student has suffered a detriment because they have taken such action, then this is likely to be victimisation. There must be a link between what the student did and how they were subsequently treated.

The University might consider the following behaviours to be examples of **victimisation**. This is not intended to be an exhaustive list and other behaviours may also be considered relevant:

- Excluding someone from social situations following a complaint or rumour of a complaint of discrimination;
- Denying someone the opportunity to participate in an activity/opportunity because they are perceived to be a ‘troublemaker’ or because they have made a complaint of discrimination or because they have supported another student to make a complaint.
- Lowering a student’s assessment results because they have made a complaint or supported another student to do so.

18. **Stalking** is an offence under English law and is also considered a form of harassment, regardless of whether the perpetrator is known to the victim or is a stranger. It is usually persistent and unwanted conduct. It can be physical or psychological and take place directly against a person, or by approaching a third party about a person.

The University might consider the following behaviours to be examples of **stalking**. This is not intended to be an exhaustive list and other behaviours may also be considered relevant:

- Following a person home;
- Pestering someone to engage in conversation
- Sending someone unwanted and repeated emails or messages on their phone. ;
- Bullying them on social media or making intrusive or unwanted visits are examples of how stalking may take place.
- Cyberstalking; or repeated and deliberate use of the internet and other electronic communications tools to engage in persistent, unwanted communication intending to frighten, intimidate or harass someone, or to spy on someone;

19. **Banter** is the exchange of teasing remarks. Communication which some may consider to be banter is not acceptable if it falls into the categories of bullying and/or harassment. Banter may affect the person the comments are directed towards, and others who overhear the comments.
20. **Gaslighting** is the manipulation by psychological means of a person (or group) which causes them to doubt themselves, their capabilities, or their sense of reality.

21. **Microaggressions** can be defined as “the everyday verbal, non-verbal and environmental slights, snubs or insults, whether intentional or unintentional, which communicate hostile, derogatory, or negative messages to target individuals based solely upon their under-represented group membership”. A microaggression is a subtle, often unintentional, form of prejudice. Rather than an overt declaration of, for example, racism or sexism, a microaggression often takes the shape of an offhand comment, an inadvertently embarrassing joke, or a pointed insult.
22. **Hate incidents and hate crimes** are terms used to describe acts of hostility or violence directed at people because of who they are or who someone thinks they are. They are motivated by hostility or prejudice based on disability, race, religion, sexual orientation, or transgender identity. These can be incidents or crimes against a person or property and include materials posted online. When hate incidents become criminal offences they are known as hate crimes and can be prosecuted.
23. **Hate speech** is all forms of speech which spread and justify racial hatred, xenophobia, anti-Semitism or other forms of hatred based on intolerance (Institute for Strategic Dialogue). This includes hate speech directed at others due to their protected characteristics (all protected characteristics as set out in the Equality Act 2010).

Policy Overview and Scope

24. This Policy applies to students, and staff and third parties. This policy relates to all incidents of bullying, harassment and victimisation as defined in section 2, that occur on or off campus, in campus or private accommodation, happen in real life or online.
25. Allegations of bullying, harassment and victimisation can only be investigated by the University when the responding party is registered as a student or is employed by the University.
26. Senate Regulation 13 (Student Discipline) sets out the specific detail of how an investigation will be conducted and provides the main source of information for students to refer to. This policy however provides some additional clarification in relation to aspects of the process set out in Regulation 13 that are specifically relevant to investigations relating to bullying and harassment. The Regulation is available on the [Student Policies & Regulations webpage](#)
27. If a student makes a report of bullying and harassment where the responding party is a member of the public unrelated to the University, the University will usually advise the reporting student to report this to the police. Although the University will not be able to take action against the member of the public, the University will support the reporting student by signposting them to relevant internal and external support services.
28. All students who have experienced bullying or harassment will have equality of access to both internal and external specialist support, regardless of when the experience occurred.
29. Any allegations of bullying and harassment that has been reported to the police will not be investigated by the University until police and legal proceedings have concluded. The University will still seek to support the reporting person and the responding person and may implement temporary precautionary measures in doing so.

Process for Managing Incidents of Bullying and Harassment

30. Other University regulations, policies and procedures will determine the progress of a disclosure or report, should a reporting person wish an investigation to take place. Student policies and regulations and can be found on the [Student Policies & Regulations webpage](#). Staff policies and procedures can be found on the [Staff Hub Policies webpage](#). These are:
 - Senate Regulation 13 (Student Discipline)

- Senate Regulation 10 (Support for Study)
- Senate Regulation 26 (Student Complaints)
- Student Sexual Misconduct Policy
- Fitness to Practise (Train) Policy
- Non-Academic Misconduct Policy
- Safeguarding Policy
- Hands On Policy
- Personal and Professional Relationships Policy
- Transgender, Intersex and Gender Non-Conforming People Policy
- Staff Grievance Procedure
- Staff Disciplinary Procedure
- Staff Dismissal Procedure

31. A **disclosure** is when a person informs the University that they have experienced bullying, harassment or victimisation (this is different to a formal report).
32. A **formal report** is when that disclosure names an alleged perpetrator and is formally received and considered for investigation via this policy and the relevant regulation, policy or procedure as listed above (this is different from a disclosure).
33. An **anonymous report** is a notification to the University that an incident had happened when the reporting person does not want the University to follow up. We are unable to investigate anonymous reports, but we can use them to gain a picture of alleged incidents over time.
34. An **Investigating Officer** is a member of University staff who has undertaken training to investigate allegations of bullying, harassment, and victimisation. and is committed to ongoing training. External investigators may be appointed by the University. The Investigating Officer(s), on behalf of the University, will undertake an assessment of the evidence made available in order to determine whether, on the balance of probabilities, misconduct which would be considered a breach of this Policy and/or Regulation 13 (Student Discipline) has occurred.
35. The **Reporting Party** is the person(s) who has experienced the alleged incident(s) of bullying, harassment or victimisation, and who has made a formal report to the University.
36. The **Responding Party** is the person(s) whose behaviour has been alleged to have amounted to bullying, harassment or victimisation, and who has been named as such in a formal report to the University.
37. In bullying and harassment cases, **precautionary and/or intermediate action** may be required to protect the integrity of the investigation and to safeguard the welfare of both the reporting student and responding student, or staff member, as well as protecting others from potential harm, while having the minimal possible impact on the responding student or staff member.
38. Precautionary/intermediate action will be decided following the completion of a risk assessment. Any precautionary action taken is intended to be a precaution to achieve the above aims and is not a penalty or sanction. Nor does it indicate a decision on the part of the University as to whether a breach of this Policy, or a criminal offence, has occurred.
39. Precautionary/intermediate action may take the form of a **No-Contact Arrangement** which protects the welfare of both the reporting party and the responding party or staff member, and any witnesses or other involved parties. The No-Contact Arrangement also protects the integrity of any investigation being undertaken by the University.
40. The principles of a No-Contact Arrangement include the following:
 - a. Any individuals (student or staff member) specified within the arrangement should not actually, or seek to, make contact with one another, either in-person or virtually;

- b. Any individuals specified within the arrangement should not be seen to make reference to one another, or to the issues considered within the relevant report or the investigation.
 - c. Any students understood to be in breach of the above terms can have disciplinary action brought against them under the Student Discipline Regulation.
41. Should an Investigating Officer determine that a report has been made which is **malicious or vexatious in nature**, including where false representations have knowingly been provided by the reporting student or their representative, they may be able to close the case and to pursue actions against the reporting student under Regulation 13 (Student Discipline).
42. Some programmes within the University are regulated by professional and statutory bodies (PSRBs). In such programmes, students are normally required to demonstrate that they have the good character to be able to carry out their professional role safely and effectively as part of the learning outcomes for their programme. Bullying and harassment behaviours may constitute a 'lack of professionalism', as defined in the **'Fitness to Practise'** procedures. These will have been provided to students by their Programme Team, if relevant, along with any specific School policies, information or forms that are relevant.
43. If students are dissatisfied with the investigation process, they may submit a complaint. This process can be found in Regulation 26 (Student Complaints), available on the [Student Policies & Regulations webpage](#).

Confidentiality and Information Sharing

44. The University acknowledges the sensitivity of information in cases relating to bullying, harassment, or sexual misconduct, and will be guided by the University's Data Protection Policy.
45. Confidentiality will be maintained as far as is possible, except for in circumstances where there is a significant risk of harm to one or more individuals if sensitive information were not appropriately shared. If a member of staff feels that there is significant risk of harm, a risk assessment will be carried out by the safeguarding team. The agreement of relevant parties will be gained where possible.
46. The University may at times be required to provide information relating to a report or investigation to the Police as part of a Police investigation or criminal proceedings, and staff or students at the University may also be required to provide evidence as a witness in these proceedings. To enable this, staff should keep accurate and appropriate records in relation to investigations and should ensure the security of any records are kept securely throughout, and after the investigation process.
47. When the University has reached an outcome to an allegation of bullying, harassment or victimisation and all stages of the procedure have been completed, the reporting student may be informed of the nature of the outcome so that they are reassured that the case has been completed and they can focus on their wellbeing.

Options for Support

48. Students have access to a range of support services in relation to concerns of bullying, harassment and victimisation regardless of whether they are the reporting person or responding person or another party affected by conduct of this nature e.g., a witness to an alleged incident.
49. Students will receive follow up support with a wellbeing officer if required, once they have reported an issue whether formally or informally.
50. For signposting to any of the below support services, students can contact their Personal Tutor, Student Welfare Officer, Course Officer, or a Bullying and Harassment Adviser at the University.

51. Students can access support through one or more of the following support services:

- Local Safeguarding and Welfare Officer in their School
- [The University Bullying and Harassment Advisers](#)
- [The Student Health and Wellbeing Service](#)
- [The University Multi Faith Chaplaincy Team](#)
- [The University Student Centre](#)
- [City Students' Union](#)

52. The University will also signpost and refer students to any external organisations for support where appropriate, such as one the following:

- [The Police](#)
- [The National Bullying Helpline](#)
- [Suzy Lamplugh Trust](#)

53. We encourage you to report any traumatic incidents directly to the police; please call **999** if you are in immediate danger.

Responsibility for Policy

54. All students, staff and third parties to the University are expected to act in line with the following principles:

- a. To respect each other and not to perpetuate bullying, harassment, or victimisation.
- b. Be alert to potential problems and act promptly without unnecessarily waiting for a complaint, by directly challenging inappropriate or unacceptable behaviour when it is observed and promoting an inclusive learning, teaching, researching and working environment.
- c. To act appropriately and in accordance with the principles established in the 'Personal and Professional Relationships Policy'.

55. In addition to these, staff are also expected to act in line with the following principles:

- To take reasonable steps to respond in a thoughtful and supportive way to disclosures of bullying harassment or victimisation;
- To ensure that this Policy is implemented effectively, and effort is made to ensure that all staff and students are aware of this policy;
- Treat informal and formal complaints seriously, with sensitivity to the feelings and perceptions of all those involved, and in a timely fashion;
- To deal with any issues raised fairly and in line with the University's duty of care to staff and students.

56. Instances of bullying, harassment and victimisation will be taken seriously and students who make complaints of bullying, harassment or victimisation will be provided with support.

57. The University commits to the provision of relevant and appropriate training to support staff development to be able to meet the expectations outlined above.

58. The University recognises its equal responsibility to both the reporting person and the responding person.

Witnessing Harassment and Bullying

59. Members of the City community have a right to learn, teach, research and work in an environment free from bullying, harassment, and victimisation. If a student witnesses behaviour which they reasonably believe to be a breach of this Policy, they can access support through any of the services outlined in section 7 of this policy.
60. Students are also encouraged to make a report in their own right, even if they are not the intended target of the alleged behaviour. Students can make a report using the University's [Report and Support Tool](#). Reports can be submitted with personal details or anonymously.
61. The University may also consider third party allegations and/or historic allegations of bullying, harassment or victimisation against a member of the City Community that is raised formally with it and where the University assesses that there may be a continued risk to other members of the City community. Where possible, reasonable attempts will be made to obtain relevant information to determine an appropriate response.

Being Accused of Bullying, Harassment or Victimisation

62. Complaints of bullying, harassment or victimisation can be difficult for all those involved and can come as a shock to those against whom an allegation is made. It is, however, critical that all allegations of bullying, harassment or victimisation are treated seriously, and remedial or other action is taken as appropriate to the case.
63. All parties will have an opportunity to input into the relevant procedure before any outcome is established. Advice through the support networks outlined in this document is available to those who are subject to a complaint as well as those who make the complaint.
64. Further guidance on the formal and informal procedure of a disciplinary investigation can be found within the relevant disciplinary procedures, which outline the steps taken during an investigation.

Appendix 1: Examples of discrimination, bullying and harassment

DISCRIMINATION

Direct Discrimination

Age:

An employer refuses to allow an individual to undertake a training course because they think they are 'too old' but allows younger colleagues to undertake the training.

Disability:

During an interview, a job applicant tells the potential employer that they have multiple sclerosis. The employer decides not to appoint the individual even though they are the best candidate they have interviewed, because they assume the individual will take a lot of time off sick.

Gender re-assignment:

A trans person is discriminated against for taking time off for counselling as part of the gender reassignment process.

Marriage:

Refusing to give a student who is married additional leadership responsibilities for a project because they are married.

Race:

A student is treated less favourably than their peer and denied a scholarship because they are from a different race. Or an employer refuses to employ people who cover their own hair, as this would put certain individuals from a particular race(s) and/or religions at a disadvantage when applying for a position.

Sex:

Male students are given preferential treatment in seminars over female students.

Sexual orientation:

At a job interview, a woman makes a reference to her girlfriend. The employer decides not to offer her the job, even though she is the best candidate they have interviewed because of their sexuality.

Examples of direct discrimination based on association or perception:

- An individual is discriminated against because their family member is a trans person (association)
- An individual is discriminated against because they are perceived to be of a certain religion (perception)

Indirect Discrimination

Age:

An employer applies a policy whereby it only offers training development opportunities to employees under the age of 30.

Disability:

A job advert states that all applicants must have a driving licence. This puts some disabled people at a disadvantage because they may not have a licence because, for example, they have epilepsy. If there

is an occupational requirement for this, the requirement will be justified. If it is for a class teacher, for example, it would be more difficult to justify.

Gender re-assignment:

A class teacher runs an icebreaker asking all students to bring in childhood photos and then chastises a trans student for not doing so (because the student does not want their colleagues to know that their natal sex doesn't align with their gender identity).

Religion:

A dress code is imposed which in appearance applies in the same way to everyone but disadvantages a group of people who share a protected characteristic i.e., people from a certain racial, or ethnic group.

Sex:

An imposition of compulsory full-time work for all is introduced per new criteria which may put female staff members at a disadvantage as they are more likely to be the primary care giver for children and may need to work part time/ flexible working hours.

Discrimination arising out of a disability:

A student with autism who can be disruptive is asked not to attend seminars and lectures.

A department is aware that a new member of staff requires certain reasonable adjustments to be made because of their disability. Some of those adjustments are made, but other adjustments are not made which results in the staff member struggling at work and requiring further time off.

A student with cancer is prevented from receiving a placement opportunity because of time they have taken time off to receive treatment.

BULLYING

- Persistently overloading an individual with work that the individual cannot reasonably be expected to complete
- Excluding an individual from normal study place conversations or social events
- Being overly critical, giving unmerited criticism or persistently undermining an individual
- Making verbal or non-verbal threats or making intimidating gestures towards a person or group
- Breaching a person's confidentiality by disclosing their sensitive personal information with the intention of causing harm
- Spreading rumours or gossiping about a person
- Stalking or persistently displaying unwanted conduct to a person face-to-face, online for those who are remotely working/studying or by another means of communication
- Members of staff, including senior managers encouraging or directing others to demonstrate bullying behaviour towards another individual or group
- Taunting, teasing, or ridiculing a person either directly or to a third party
- Shouting at or berating a person in a public environment, such as in an office, during a committee session or in a classroom as well as by phone, video or zoom call or meeting.
- Deliberately ignoring or dismissing an individual's views or opinions
- Taking or hiding another person's property
- Undermining a person's ability to carry-out or take credit for their work by unfairly overloading them with menial tasks, taking their work away from them, or stealing, duplicating or copying their work
- Physically or verbally threatening or a person

HARASSMENT

- Making jokes, engaging in 'banter' or making offensive remarks about an individual or a group's protected characteristic i.e., making ageist, racist or sexist comments
- Asking unwanted intimate questions about an individual's sexual preferences
- Sending or displaying inappropriate, sexual and/or offensive images or other material to, or about, a person or group
- Making insulting, abusive, embarrassing or humiliating comments or statements i.e., about a person's disability,
- Abuse, threats or intimidation towards a person or group
- Damaging, defacing or removing a person's or group's property because of their religion or belief
- Breaching a person's confidentiality by disclosing their sensitive personal information
- Less favourable treatment by excluding a person from a benefit or opportunity that is open to others
- Isolation from normal work or study place conversations or social events
- Making unwanted physical conduct such as staring at, touching, hugging, or brushing past an individual
- Making unwelcome comments about a person's body or clothing
- Making unwelcome sexual propositions, invitations and flirtation

Harassment on the grounds of age

This could be any action whereby prejudicial assumptions, attitudes and stereotyping is expressed about an individual's abilities based on their age. It can also result in exclusions from social or educational activities as a result of these prejudicial views.

- Making assumptions and verbalising these regarding an individual's inability to learn
- Making offensive remarks

Harassment on the grounds of disability

This could include any of the following:

- A failure to make reasonable adjustments
- Imposing work that is above expectations and tasks of the programme
- intimidation and name calling or making jokes or participating in 'banter' relating to the individual's disability
- Discussion of the effects of a disability on an individual's personal life
- Inappropriate touching or staring relating to an individual's disability
- Asking inappropriate questions about the impact of someone's disability i.e., on the sex life

Harassment on the grounds of gender re-assignment

Gender re-assignment covers a person who:

- is proposing to undergo
- is undergoing
- or has undergone
- a process, or part of the process, to reassign their sex by changing physiological or other attributes determining sex.

Examples include but are not limited to:

- Making insulting remarks relating to gender re-assignment
- Making jokes and engaging in mocking behaviour
- Asking inappropriate questions in relation to an individual's gender re-assignment

- Name calling

Harassment on the grounds of race

Examples can include but are not limited to:

- Making jokes, insinuations, humiliating comments or racially oriented remarks
- Criticizing, being intolerant, acting seemingly disgusted or showing contempt regarding an individual's differences on the grounds of their race i.e., their accent, clothing, hairstyle, customs and beliefs etc
- Deliberately ignoring an individual or constantly making excuses for not engaging with or working with an individual on the grounds of their race
- Deliberately excluding an individual or group from normal workplace conversations or activities
- Unfair allocation of work
- Displaying comic strips, pictures or images that are racially degrading
- Displaying racist graffiti, slogans, images or insignia
- Using unacceptable terminology i.e., derogatory terms that refer to somebody's race

Harassment on the grounds of religion or belief

Religious Harassment is any behaviour deliberate or otherwise, pertaining to religion, religious belief or other similar philosophical belief and it is behaviour which can be defined as unwanted conduct violating a person's dignity, or creating an intimidating, hostile, humiliating or offensive environment. Examples can include but are not limited to:

- Making offensive jokes regarding an individual's religion or belief
- Ridiculing an individual's or group's religious beliefs/practices
- Making offensive comments about an individual's dress or appearance worn for religious reasons

Harassment on the grounds of sexual orientation

Homophobia, bi-phobia and transphobia are terms used to describe a range of negative attitudes and feelings towards people who identify as, or who are perceived as being lesbian, gay, bisexual or transgender (LGBT).

These negative attitudes may be directed against individuals or groups of people and harassment in this case is behaviour which can be defined as unwanted conduct violating a person's dignity, or creating an intimidating, hostile, humiliating or offensive environment.

Examples may include but are not limited to:

- Making homophobic, bi-phobic or transphobic remarks or unwelcome jokes or 'banter'
- Verbal threats
- Making derogatory comments about an individual's sexual orientation
- Asking intrusive questions about a person's domestic circumstances or intimate questions about sexual activity
- Using innuendo or gossiping about the individual to others
- Bodily harm
- Excluding an individual or group from social activities

Sexual Harassment

Sexual harassment occurs when an individual engages in unwanted behaviour which is of a sexual nature and which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for the individual. 'Of a sexual nature' can cover verbal, non-verbal or physical conduct including unwelcome sexual advances, inappropriate touching, forms of sexual assault, sexual jokes, displaying pornographic photographs or

drawings, or sending emails, texts, or other messages containing material of a sexual nature. Examples can include but are not limited to:

- Sharing sexually inappropriate images or videos, such as pornography or salacious gifts, with co-workers
- Sending sexually suggestive letters, notes, or e-mails
- Displaying inappropriate sexual images or posters in the workplace
- Telling lewd jokes, or sharing sexual anecdotes
- Making inappropriate sexual gestures
- Staring in a sexually suggestive manner, wolf-whistling or cat calling
- Making inappropriate sexual comments about an individual's appearance, clothing, or body parts
- Inappropriate touching, including pinching, patting, rubbing, or purposefully brushing up against another person
- Asking inappropriate questions of a sexual nature such as inquiries about someone's sexual history or their sexual orientation

Further examples of sexual harassment and sexual violence are covered under the Student Sexual Misconduct Policy.

Victimisation

An individual suffers a detriment as they are denied opportunities to progress by their manager because they previously made a claim of discrimination on the grounds of race.

An individual supports a fellow colleague/student in making a complaint of sex discrimination. As a result, that individual is treated unfairly by their line manager/supervisor, who makes excuses to have regular 1-1's with them and does not provide them with the necessary information for them to fulfil the requirements of their role.

Stalking

- Following an individual
- Contacting/attempting to contact a person by any means including via social media
- Monitoring an individual's use of the internet, email or any other form of electronic communication
- Interfering with the property belonging to an individual
- Loitering in any place (whether in public or private) where the individual may be present

Online or cyber bullying and harassment

Examples of such behaviour include but is not limited to the following:

- Being excluded from online meetings, being ignored, or dismissed during online meetings
- Being the subject of malicious gossip on social media
- Being extensively criticised over email, text or other messages
- Receiving offensive comments in emails or being subjected to such behaviour during video calls, or phone calls.

Hate Incident /Crime and Hate Speech

Hate incidents and hate crimes fall into one of three main types: physical assault, verbal abuse and incitement to hatred.

• Physical assault

Physical assault of any kind is an offence. Depending on the level of the violence used, an alleged perpetrator may be charged with common assault, actual bodily harm or grievous bodily harm.

- **Verbal abuse**

Verbal abuse, threats or name-calling.

- **Incitement to hatred**

The offence of incitement to hatred occurs when someone acts in a way that is threatening and intended to stir up hatred. That could be in words, pictures, videos, music, and includes information posted on websites.

Hate content may include:

- Messages calling for violence against a specific person or group.
- Web pages that show pictures, videos or descriptions of violence against anyone due to their perceived differences
- Chat forums where people ask other people to commit hate crimes against a specific person or group.

Hate speech may include:

- **Demonisation**: Presenting the target group/individuals (often but not always a minority) in overwhelmingly negative terms – characterising them as inherently malicious, dishonest or threatening.
- **Toxic misinformation**: False stories linking the target group to violent, criminal or morally corrupt behaviour.
- **Dehumanisation**: Portraying the target group as subhuman

Appendix 2: External Support Services

General

- [Citizens Advice Bureau](#) (rights and responsibilities)
- [Crimestoppers](#) (reporting crime)
- [Equality Advisory and Support Service](#)
- [Metropolitan Police](#)
- [NHS 111](#) (non-emergency service)
- [Nightline](#) – open every night from 6pm to 8am during term time
- [Samaritans](#) (08457 909090 / 020 7734 2800), 116 123, email: jo@samaritans.org
- [Stop Hate UK](#) (all forms of hate crime and discrimination)
- [Victim Support](#) (victims of crime)
- [National Stalking Helpline](#) (support for anyone experiencing stalking)

Sexual and female related

- [National Domestic Abuse Helpline](#): Women and children: 0808 2000 247
- [Rape Crisis](#) (rape and sexual abuse)
- [Solace Women's Aid](#) (0808 802 5565 / advice@solacewomensaid.org)
- [Women's Aid](#)
- [Refuge](#) (support for women and children who have experienced domestic abuse)
- [The Havens](#) (London-based support for survivors of recent rapes/sexual assaults for all genders)
- [NAPAC](#) (support for survivors of childhood sexual abuse for all genders)
- [Rights of Women](#) (free and confidential legal advice for women)

Men related

- [National Domestic Abuse Helpline](#): 0808 801 0327
- [Survivors UK](#) (male victims of rape and sexual abuse)
- [Mankind](#) (support for men who have been sexually abused)
- [Men's advice line](#) (support for men experiencing domestic violence)
- [The Havens](#) (London-based support for survivors of recent rapes/sexual assaults for all genders)
- [NAPAC](#) (support for survivors of childhood sexual abuse for all genders)

Race related

- [Ashiana](#) (Asian women's refuge)
- [The Monitoring Group](#) (racial harassment and abuse)

- [Southall Black Sisters](#) (BME women's rights and advice)
- [Imkaan](#) (provides full list of organisations supporting BAME women survivors of sexual and domestic violence)

LGBT related

- [Galop](#) (LGBT+ anti-violence charity)
- [Switchboard](#) (LGBT+ helpline)
- [TransUnite](#) (find a trans support group near you)

Disability related

- [Mencap](#) (the voice of learning disability)
- [Mind](#) (mental health)
- [Respond](#) (support for children and adults with learning disabilities who have experienced abuse and/or trauma for all genders)
- [DeafHope](#) (support for Deaf people experiencing domestic abuse)
- [Stay Safe East](#) (supporting Deaf and disabled survivors of hate crime, domestic and sexual abuse in Waltham Forest and Newham areas of London only)

Religion and belief related

- [Karma Nirvana](#) (supporting victims of honour-based abuse and forced marriage)
- [Forced Marriage](#)– 020 7008 0151 (emergencies)
- [Muslim Women's Network](#) (support for Muslim women experiencing or at risk of abuse)

Hate Crime

Please call 999 if you believe you are in immediate danger Call 101 for non-emergency enquiries.

In addition, you can report hate crime to some of the organisations who support affected communities, including:

- [Stop hate UK](#) (all hate crime)
- [True Vision](#) (all hate crimes)
- [Tell Mama](#) (anti-Muslim hate crime)
- [Community Security Trust](#) (anti-Semitic hate crime)

Have you experienced Bullying and Harassment from a student or staff member?

Step 1

Fill out the [Report and Support Tool](#)

This is a tool which makes it easier to confidentially report issues so we can support you.

You can also use this method if you would like support and a formal resolution OR if you would like support but have not decided if you like a formal resolution.

Step 2

Meet with a [Bullying and Harassment Adviser](#) to discuss your options.

Step 3

If you have decided to proceed with a formal resolution an investigating officer will be assigned by your School to conduct a preliminary investigation.

The officer will get in contact with you (Reporting Party) to gather any additional evidence.

The officer will then contact the student/staff who the allegation is against (Responding Party).

The officer will determine where the matter is suitable for consideration under Stage 1 or Stage 2.

If the allegation is considered to be under Stage 1, the School will conduct the investigation and a disciplinary at School level will be considered.

If the allegation is substantiated at Stage 2, the School will complete the referral form and an institutional level disciplinary will be considered.

Both Stage 1 and Stage 2 investigations are in accordance with the [Disciplinary Regulations](#).

Support Available

Safeguarding:

safeguarding@city.ac.uk

[The University Bullying and Harassment Advisers](#)

[The University Student Health and Wellbeing](#)

[The University Chaplaincy](#)

[The University Student Centre](#)

[The Students' Union](#)

School Welfare Officers

Bayes Business School –

businessschoolwelfare@city.ac.uk

City Law School-

cls.support@city.ac.uk

School of Communication and

Creativity - scc-welfare@city.ac.uk

School of Policy and Global Affairs -

spga-welfare@city.ac.uk

School of Health and Psychological

Sciences- shpswelfare@city.ac.uk

School of Science and Technology -

sst-welfare@city.ac.uk

Table of Possible Sanctions

The following sanctions are listed in Regulation 13 and apply to all incidents of discipline for students. The list is not exhaustive, and sanctions will depend on the offence and the impact on the person and the University community. Other sanctions will be decided for cases with the responding person is a member of staff.

Written warning	<i>This will stay on file for a specified period of time</i>
Appropriate compensatory action	<i>An apology, restitution of cost, property etc.</i>
Restriction of attendance / access to City	<i>To certain areas or campus (s)</i>
Fine	<i>Level to be decided in line with the offence</i>
Restriction of contact with named person (s)	<i>For a specified period of time</i>
Suspension from programme	<i>Total or partial (e.g. may be permitted to sit assessments)</i>
Expulsion from City	<i>Removal from the university without completing programme</i>
Retrospective withdrawal of City award	<i>Degree qualification can be removed</i>
Withdrawal of an offer of further study	<i>May not study for any further qualifications at City</i>

Policy Title	
Student Bullying and Harassment Policy	
Policy Enabling Owner and Department	Responsible for Implementation and Department
Academic Services	Academic Services
Approving Body	Date of Approval
Senate	October 2020
Last Reviewed & Version	Review Due Date
October 2023, Version 1.2	July 2026
Publication of Policy (<i>tick as appropriate</i>)	
For public access online (internet)? <input checked="" type="checkbox"/>	For staff access only (intranet)? <input type="checkbox"/>
Website Link: https://www.city.ac.uk/about/governance/policies/student-policies-and-regulations	Intranet Link: https://staffhub.city.ac.uk/academic-services/policies-and-guidance/quality-manual/student-support
Storage of Policy (<i>Previous versions of the policy must be stored in the drive by the author</i>)	
Drive Address: reg-dev\QUAD\Quality Manual	
Queries about this policy should be referred to	
ace@city.ac.uk	