

Transcript: What are the myths about the Report and Support service

[Report and Support, your voice matters!]

[What are the myths about the Report and Support service?]

[Will my report be passed onto the police?]

[Text: Jenna. She/Her. Student Appeals, Complaints & Discipline Manager]

Jenna: Report and Support is an online reporting tool to enable you to report a concern or individual. Submitting a report does not start a legal process and your report will not be passed onto the police. If you also want to formally report a crime you have experienced or witnessed, we would always encourage you to report to the police, however this is your decision and is not condition of using Report and Support. If an incident has been reported to the police and is under investigation, the University will continue to offer you emotional support whilst this is underway, but we may be unable to carry out our own investigation until the police investigation has been concluded. This ensures that our involvement does not compromise the police with their investigation.

[Will my report be added onto my student record and affect my studies?]

Jenna: If you submit a report to us, this will not be added onto your student record on RISIS and will not affect your academic studies. Information about your report is held locally by the Administration team and is shared on a needs-only basis with other members of staff who will be involved in supporting you. More information about how we manage your personal data can be found under our Frequently Asked Questions and Privacy Notice.

[Will the person or people I am reporting find out it was me?]

[Text: Elaine. She/Her. Student Welfare Team Manager]

Elaine: If you submit a named report to us, and wish for your complaint to be formally investigated, we cannot promise you will remain anonymous. Our investigations into complaints must be fair and lawful. And this means that if you are making a complaint about an individual student or staff member, they must be told the nature of the allegation and by whom, so that they can respond and provide their own account of events. If you have any concerns about being identified you can discuss this with a member of staff once they have contacted you about your report. They will be honest with you about what is and is not possible so you can make an informed decision about how you would like to move forward.

We understand that you may be worried about what will happen if the person or people you reported find out that you have submitted a complaint about them. Please be assured that if you were to experience any negative treatment as a result, this would be taken seriously. No students, staff or visitors should be in fear of any repercussions of reporting.

Every report is reviewed fairly and consistently, and all parties involved in a complaint can be expected to be treated with respect. Whether you are the complainant or the reported party, emotional support will also be offered to you if you would like to engage with this.

If you have any further questions about Report and Support, please check out the Frequently Asked Question page at reportandsupport.reading.ac.uk

[\[Report and Support. reportandsupport.reading.ac.uk\]](https://reportandsupport.reading.ac.uk)

[Text: Ish Aa. She/Her. Welfare Officer, RSU]

Ish Aa: We hope that this information has been helpful and has alleviated any worries you may have about reporting.

[Video footage of students walking by the lake and Reading Students' Union]

All the reports we receive are valuable, and each report helps us to keep the University of Reading a safe and inclusive environment where everyone feels able to be themselves and enjoy University life. Whether you choose to submit a named report with your details, or an anonymous report, this will help us to maintain a supportive University community that cares for one another.

[Text: [Report and Support. reportandsupport.reading.ac.uk](https://reportandsupport.reading.ac.uk)]