

# Responding to Bullying and Harassment

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Christina Govier – Policy and Campaigns Manager (Tackling Sexual Violence, Harassment and Hate Crime)

# Today's session

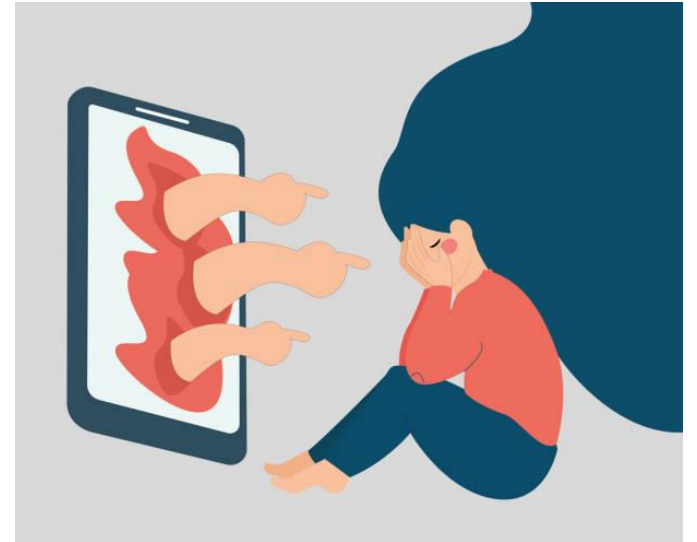
- Definitions
- Examples
- How to report
- Support available
- Q & A



# Terms

- Bullying
- Harassment
- Hate crime

Bullying, harassment, hate crime, discrimination and victimisation are contrary to the [University Dignity at Work and Study Policies](#).



# Bullying

- Bullying can be defined as intimidation on a regular and persistent basis or as a one off, which serves to undermine the competence, effectiveness, confidence and integrity of the person on the receiving end.
- Bullying and harassment may be by an individual against an individual or involve groups of people.
- Bullying can happen in written or face to face communications, electronic communication or by phone. Whatever form it takes, it is unacceptable, unwarranted and unwelcome.
- Bullying may be subtle, not obvious to others and happen over a long period of time.

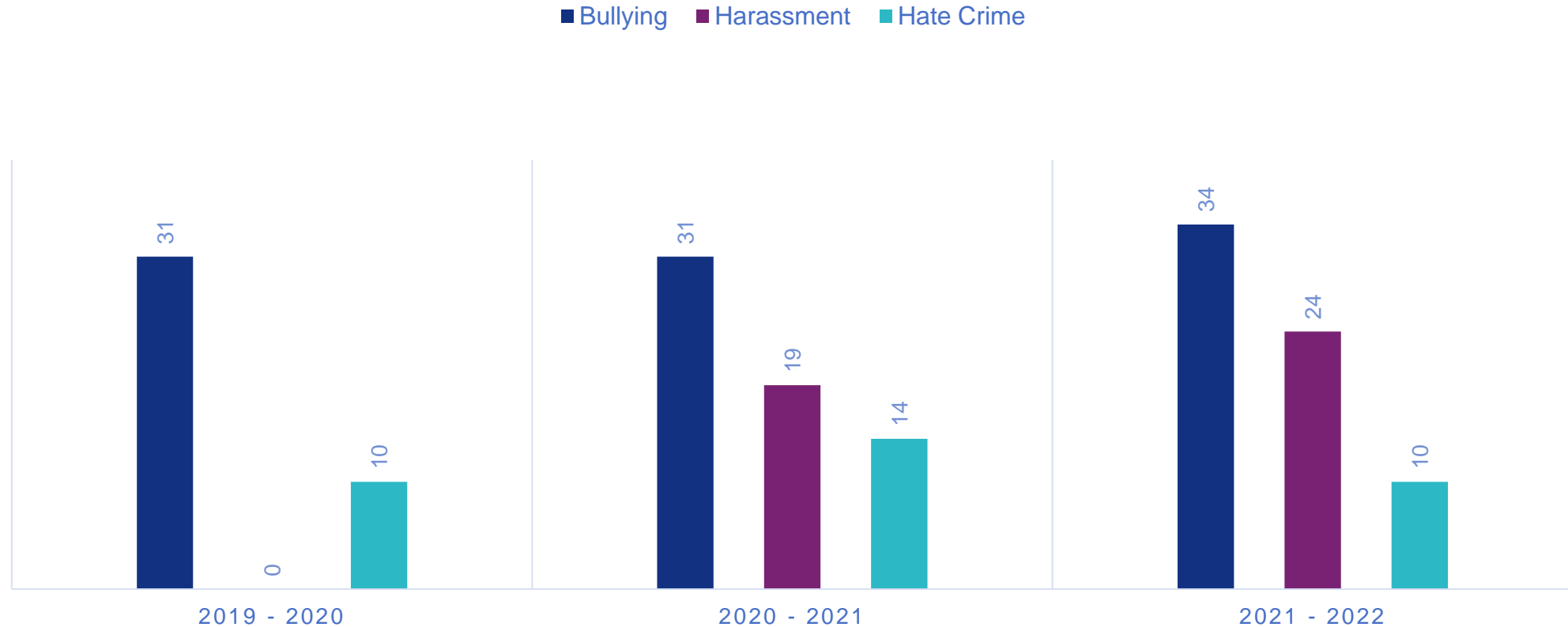
# Harassment

- Unwanted conduct related to a relevant protected characteristic that has the purpose or effect of creating an intimidating, hostile, degrading, humiliating or offensive environment for the complainant or violating the complainant's dignity.
- It may be intentional bullying which is obvious or violent, but it can also be unintentional or subtle and insidious. It may involve nicknames, teasing, name calling or other behaviour which may not be intended to be malicious but nevertheless is upsetting.
- Harassment can be based on an actual or perceived protected characteristic that an individual may have under the Equality Act 2010 this includes:
  - Age, Disability, Gender reassignment (transgender), Marriage & Civil partnership, Pregnancy, Maternity and Paternity, Race, Religion or belief (including no belief), Sex (Gender Identity), Sexual Orientation

# Hate Crime

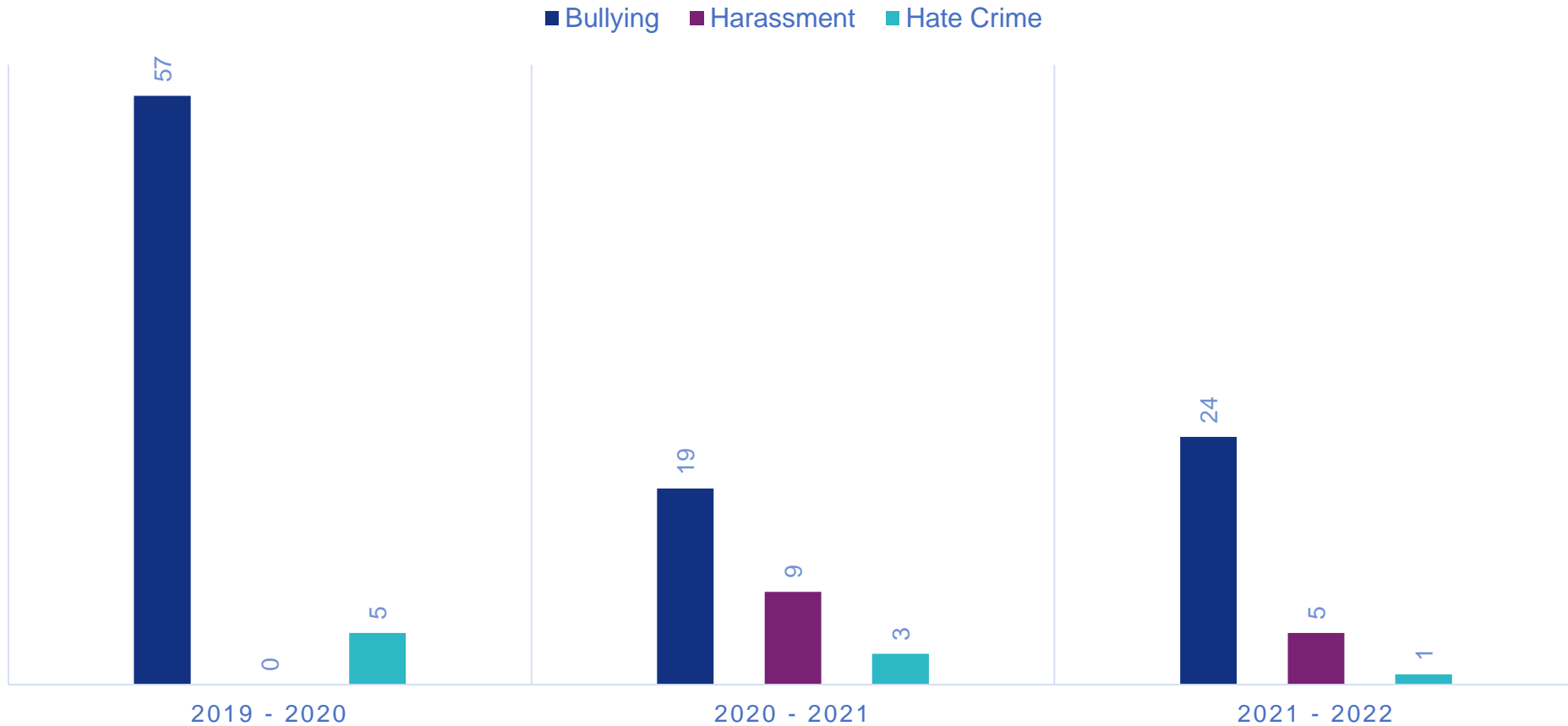
- Hate Crime is defined as crimes committed against someone because of their disability, gender-identity, race, religion or belief, sexual orientation, age, immigration status or nationality or any other perceived aspect of their identity..
- Hate crimes can include:
  - a. threatening behaviour
  - b. assault
  - c. robbery
  - d. damage to property
  - e. inciting others to commit hate crimes
  - f. harassment
- Hate speech is dehumanising and degrading words about or to someone with a protected characteristic.

# Bullying, harassment and hate crime reported by students



Source: [Report and Support Annual Reports](#)

# Bullying, harassment and hate crime reported by staff



Source: [Report and Support Annual Reports](#)



# Barriers to making a report

I am worried the perpetrator would retaliate

Nothing would be done if I made a report

I have concerns that making a report may affect my current/future career

I am worried about being called a trouble-maker

Source: [Report and Support Annual Reports](#)

# Bullying examples

Mala\* reported that they were being bullied by someone in their student accommodation. The student would single out Mala, criticise their behaviour and directly insult them calling them names. Mala was feeling very scared by this student and described that she was 'walking on eggshells' in her home. Mala reported the bullying once she had moved out because she was fearful of the consequences.

\*Details have been changed to preserve anonymity.

# Harassment examples

Khalil\* reported that in a group project they had asked the other students in the group to contribute more. Following his request he was called racist and derogatory names by other group members and a member of the group encouraged others to ignore and isolate Khalil. The incident impacted Khalil's mental health significantly and also impacted his learning as he was forced out of the group. When Khalil confronted the person leading the harassment, they became aggressive and threatening.

Fiona\* was a new PhD student and started experiencing sexual harassment from a fellow PhD student with whom she shared an office. The student would repeatedly ask her out for drinks and made sexual comments about her appearance. Fiona had made it clear she was not interested however the student continued and intensified the harassment. As Fiona was new, she was worried that she wouldn't be believed, that complaining may impact her studies. She started avoiding the office out of fear of bumping into him.

\*Details have been changed to preserve anonymity.

# The impact of bullying and harassment

Isolation, fear and negative impact on mental health and wellbeing

Avoiding lessons or environments where they may come into contact with the person/group

Missing out on opportunities

Moving accommodation and loss of social networks

Withdrawing from studies

Impact on ability to study, complete coursework, exams.

# How to respond

Believe the person, show empathy and thank them for sharing with you.

Make time to hear what has happened, in a confidential space.

Check if there are any immediate safety concerns.

Outline the options to them and signpost them to services:

- Speaking to a student support officer
- Report + Support to access support and/or make a formal report
- Advice and Counselling services
- Speaking to residential services

# Report + Support

There are two ways you can tell us what happened

**Report anonymously**

or

**Report with contact details**

# Report + Support



We cannot act or contact someone to offer support on an anonymous report. We use anonymous reports to monitor trends and issues arising in particular areas.



If someone chooses to report with their contact details, they can choose to request support and/or to make a formal report to be investigated.



We will assign support cases to the Advice and Counselling service and formal report cases are sent to the Appeals, Complaints and Conduct office.



We encourage students and staff to use Report + Support, however they can also approach the services directly.

# Support available for students

Report + Support  
<https://reportandsupport.qmul.ac.uk>

Advice and Counselling  
[welfare@qmul.ac.uk](mailto:welfare@qmul.ac.uk)

An extensive list of external support services can be found on Report and Support

[What support is available for Bullying and Harassment? - Report + Support - Queen Mary University of London \(qmul.ac.uk\)](#)

[What support is available for Hate Crimes/Incidents? - Report + Support - Queen Mary University of London \(qmul.ac.uk\)](#)





# Support available for staff

Report + Support  
<https://reportandsupport.qmul.ac.uk>

HR  
humanresources@qmul.ac.uk

An extensive list of external support services can be found on Report and Support

[Queen Mary has a confidential Employee assistance programme available to all staff](#)



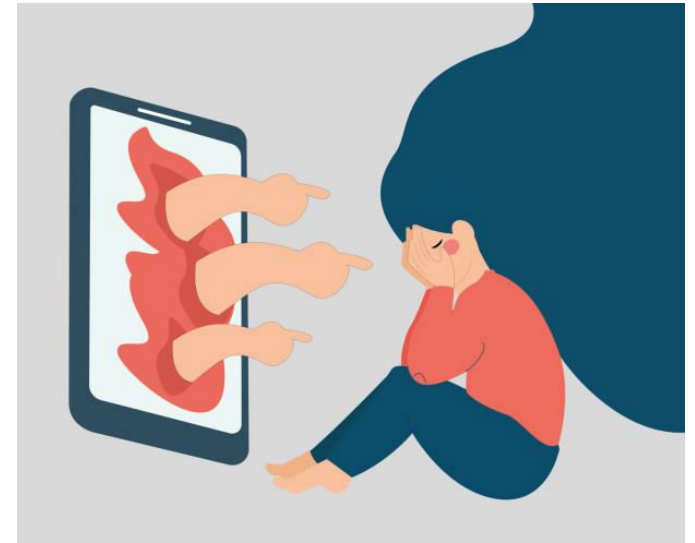
# Further learning opportunities

[Bystander intervention e-learning](#)

[Bystander intervention training](#)



# Your experience: students reporting bullying and/or harassment



# Questions?



**Thank you**



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