REPORT & SUPPORT GUIDANCE NOTES

(last updated November 2025)

Introduction

As students, staff and visitors, your safety is crucial, so we want you to be comfortable, confident and able to raise any problems and report issues.

Trinity College does not tolerate any form of violence, discrimination, harassment, or bullying. The college has developed the following procedures and policies as part of its ongoing responses and commitment to creating a welcoming, safe and encouraging environment for all.

If you have experienced any of these, you can use these reporting tools to tell us about it (please note that there are specific procedures for safeguarding and domestic violence that can be found below).

We encourage you to report as soon as possible after an incident or when it is safe for you to do so.

If you are in immediate danger or have any injuries that require urgent attention, please call the emergency services on 999 at once.

Alongside our Trinity Community Values:

- You are legally protected from discrimination by the Equality Act 2010 (read more about protected characteristics)
- You are also protected from discrimination if you are associated with someone who has a protected characteristic (for example a colleague, family member or friend) or if you have complained about discrimination or supported someone else's claim.
- Confidentiality. The college will record all complaints and reports as part of its own monitoring and accountability processes. **All conversations and complaints will be dealt with confidentially**, except in safeguarding and criminal situations where relevant structures and processes need to take precedent.
- Anonymous reporting options are available (see next section), and we will work with you to keep your privacy and consent.

Trinity College will not regard you in a negative light because you have made a report.

Please note we have specific separate policies and procedures for:

- Safeguarding
- Reporting domestic violence
- Bullying and harassment
- Making complaints about non-academic issues
- Making complaints about academic issues

Contact an Adviser

If there is any reason you are not sure about what to do and would like to speak to a trained adviser face-to-face, you can arrange a conversation to discuss any questions or concerns.

They can highlight support services and talk you through any formal processes you may want to explore or access. **You can arrange a confidential meeting by emailing** diversity@trinitycollegebristol.ac.uk**.**

For further general information, **please refer to our EDI policy.**

Overview: Reporting Behaviour and Concerns

Our goal is to help you as an individual and signpost you to 'Report & Support' options and other support. Where applicable or necessary, this might also include external support services (for example, counselling, the Police or Bristol Diocese).

Reporting and Anonymous Reporting

Sharing information and disclosures allows us to better protect individuals and victims and to further the understanding of what is happening within our community.

The information you share enables us to tackle specific issues, informs vital preventative work and helps us to improve our community and practical responses.

You can also choose to report behaviour anonymously without supplying your details. There are many reasons why you might prefer this (such as the fear of impact or of being treated differently, wanting to take time to consider your options, etc.). Anonymous reporting will be taken seriously. Please also note that anonymous reporting can limit how we might be able to reply to you or support you personally.

You can report anonymously

- In writing by filling out this **printable reporting form**, and sending it by post to **FAO Helen Johnson, Trinity College, Stoke Hill, Bristol, BS9 1JP**
- Or via this **Trinity College online form**

Special Circumstances

You can report any issue via the Triage Team email (diversity@trinitycollegebristol.ac.uk).

In any conflict-of-interest situation, you can contact one of the Triage Team members (the VP for Formation and the Director of Finance and Operations) directly.

Accessibility

Should you require any adjustments to any of the 'Report and Support' procedures, please contact us as soon as possible.

How to Report: three reporting options - raise a concern, make a complaint and report an incident.

The three different options can be considered as individual reporting options or as escalating stages within an ongoing data and evidence-gathering process.

Whilst these three options are not necessarily exhaustive of Trinity College's response, they aim to make reporting issues of discrimination more accessible and to help create a framework to identify discrimination.

Students, staff and visitors to Trinity College can access the different reporting options which are:

1. **Raise a concern.** Talking about concerns with someone else helps you process what you have heard, seen, or perceived. **You can raise a concern about any issue about yourself or someone else** by speaking to a Trinity College staff member or via the online form. The Trinity staff members will listen to you, be supportive and can signpost you to other support or next step options.

2. **Make a complaint.** You can make a formal complaint to the college as a new complaint or as a next stage after reporting a concern. Formal complaints should be in writing, detailing key information (see 'What to report' notes below)

and can be sent in via a printable form or via the Trinity College online form**.** The complaint will then be investigated by the **Triaging Team** (the VP for Formation and the Director of Finance and Operations) and you will be kept up to date with the progress of the investigation. You will receive responses from an assigned member of the triaging team, and they will be your point of contact for any further communication.

3. **File a report.** Filing a report is the highest level of the Report and Support procedures. Whilst it is Trinity's ambition to respond as best it can to any situation, we also recognise that in certain situations (e.g., gross discrimination, hate crimes/incidents, etc.) the College needs to be accountable to and work in partnership with other parties as necessary (such as our Trustees, Bristol Diocese, Police etc.). Filing a report does not signal the end of Trinity College's investigations but identifies the necessity for transparency and accountability and the need to work with external organisations and supply relevant gathered data and information.

All discrimination reports will be appropriately logged, treated seriously and subject to fair investigation.

If you are unsure about how to proceed, contact Helen Johnson to discuss any concerns confidentially.

Level 1: Raise a concern	**Level 2: Make a complaint**	**Level 3: File a report**
Speak to a member of staff to discuss or identify warning signs, potential discriminatory behaviour etc. you have experienced yourself or seen others experience.	A formal complaint to Trinity College about discriminatory behaviour. Can be started verbally but must be confirmed in writing via the digital or printed 'Report and Support' form.	As seriousness or emergency requires, an additional emphasis and need to engage with external third parties.
Less 'formal', more exploratory, conversational or relational.	Official and internal.	Official and external. Filing a report is made in the same way as a Level 2 complaint.
Available to students, staff and visitors.	Available to students, staff and visitors.	Available to students, staff and visitors.

What to Report

Whether you are reporting anonymously or not, the following information is useful background when raising a concern, making a complaint, or filing a report.

Capturing as much detail as soon as possible ensures we get clear details and information, which enables us to move and respond quickly with our investigations.

Key points to capture

- When and where the incident took place
- The type of behaviour or action that occurred
- If you suffered any physical injuries or effects on your mental health, if you needed any medical treatment
- The impact on you and how it made you feel
- The names of people involved, if anyone else was affected, and any witnesses
- Any other details that you feel might be helpful or relevant

We encourage you to report as soon as possible after an incident or when it is safe for you to do so.

What happens next?

We will support you and take seriously any behaviour you wish to report.

Following your report, we will

- Keep you informed about the progress of any investigation
- Continually consult with you about how you want to proceed
- Escalate as appropriate / as you decide
- Learn from any report and incident and continually reassess our processes and procedures.

For further general information, **please refer to our EDI policy.**