

BSMS Single Reporting Tool – Guidance for Users

Please note: this guidance relates solely to [BSMS's Single Reporting Tool](#). Please see the relevant linked pages for information about the [anonymous reporting tool](#) and the [University of Brighton's #NeverOK Disclosure Tool](#).

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Overview

BSMS has developed a reporting tool which can be used to bring any concerns, issues, or incidents to the attention of the Medical School. This might include (but is not limited to) things such as:

- Concerns about your own health and wellbeing, or that of another student or peer;
- Concerns about a single or repeated incident(s) of unprofessional or problematic behaviours exhibited by a peer, staff member, or colleague;
 - This could be during teaching sessions, during placement, online, or outside of university altogether;
 - **This specifically includes incidences of bullying and harassment, sexual misconduct, and discrimination; both in person and online;**
 - This could also include concerns about the problematic behaviour of a patient towards you or another member of the medical school while in a clinical setting.
- Concerns about academic misconduct committed by a student;
- Matters of complaint relating to the academic provision of your course;
- Matters of complaint relating to the behaviour or actions of another student or member of staff within the medical school, University of Brighton, University of Sussex, Brighton or Sussex Student's Union, NHS Trusts and placement locations, in person or online;
- Matters of complaint relating to an area of non-academic provision i.e. funding, accommodation, facilities.
- Any issues you experience while on placement; either relating to the organisation/arrangement of the placement, or an issue or incident that occurs while you are attending a placement.

A report can be made by any student or member of staff and may be about something you have experienced, something you have witnessed, or something that has been told to you by someone else. A report can also be made on behalf of someone else; though both parties will be required to provide details when submitting a report.

The purpose of this tool is to provide an immediate triage point for any potential issues, so that the Medical School can:

- Respond to and, hopefully, resolve any complaints in a clear and timely manner;
- Easily and quickly direct any queries to relevant parties;
- Review any potential behavioural or professionalism concerns that arise in a timely manner, and refer them to relevant procedures for appropriate consideration;
- Monitor any concerning behavioural trends or issues with its students and put measures in place to address these and improve student experience.

It will also allow the school to keep better informed about any particular trends or issues which occur repeatedly, and act more proactively to prevent or resolve these.

In case where your report relates to the poor or unprofessional behaviour of another individual, your report may form the basis of an allegation or witness statement to be used as evidence in any investigation that takes place. As such, it would also be necessary for this statement to be named, in order to give the other party a fair right to respond, in accordance with the principles of natural justice.

Important Information

Anonymity and Privacy

Reports cannot be made to this tool anonymously. It is important for us to know who you are in order to follow up or take any action in response to your report – as such, it will be necessary for you to provide your name and contact details when submitting a report to this tool. If you have any concerns about this, you should contact the Student Wellbeing and Advice Team (studentwellbeingandadvice@bsms.ac.uk) or the Student Casework Team (studentcasework@bsms.ac.uk).

All submissions made through the single reporting tool will be reviewed by the Student Casework Group, comprised of a combination of the following:

- Academic Committees and Student Casework Manager
- Assistant Committees and Student Casework Officer
- Director of Student Welfare
- Director/Deputy of Undergraduate Teaching and Learning (UG)
- Director/Deputy of Postgraduate Teaching and Learning (PG)
- Chair of PPPC
- Head of Admissions and Student Wellbeing

The exact details of your report will not be shared outside of this group without your consent. If it is necessary to share any details of your report in order to address or resolve the concerns you have raised, this will be done anonymously where possible or, if not, with your agreement, and will not be shared beyond those considered necessary to resolving the matter. This may include:

- Module/Year/Phase/Programme Leads – for academic matters
- School Office – for academic matters
- Dean of BSMS – for serious behavioural or health concerns
- Other relevant internal departments – for non-academic matters

Formal vs Informal

Submitting a report does **not** mean that a formal procedure will automatically be started. It invites the Student Casework Group to contact you directly about the matters you have reported to provide information and advice about potential next steps and ask any clarifying questions, but does **not** constitute a formal report or statement.

Unless there is thought to be an immediate risk to yourself or someone else, no further action will be taken with regards to your report unless you consent to it.

If we consider that a report may require escalation to emergency services; i.e. we consider there is reasonable justification to believe that you or someone else may be at immediate risk of harm, the school reserves the right to report this matter to emergency services directly. Decisions of this nature will be made at the discretion of the Dean of BSMS (or representative of), and you will be notified that this action will be/has been taken.

Data Protection

Reports will be handled in accordance with the appropriate retention policies of BSMS.

BSMS may record the nature (though not the details) of the report and use anonymised information collected to conduct internal research, make positive changes within the School, and monitor and evaluate the school's culture and environment to make BSMS a more inclusive place to study and learn.

Detailed Use

Reporting on behalf of

Yourself – you will need to provide your own name and contact details when completing a report:

Someone else – you can only report on behalf of someone else with their consent. You will need to provide their name and contact details, as well as your own. They should be aware that, although you are submitting the report on their behalf, they may be contacted directly as follow up, with you copied in.

If you are reporting about an issue or incident which has been told to you by someone else, but they have not asked or agreed for you to submit a report on their behalf, please complete the form as though reporting for yourself and include any relevant details in the 'summary of issue' section.

Please note that any follow up will be conducted by email in the first instance, so please make sure to include a contact email that will be regularly checked. If receiving a follow up by email will be problematic, please note this in the 'summary of issue' section and alternative arrangements can be made.

BSMS Student Wellbeing and Advice team

You can choose for the Student Wellbeing and Advice team to be automatically notified upon submission of your report. The details of the report will not automatically be shared with them, but they will be notified of your name and that you have submitted a report to this tool. You will be invited to contact them with more information or to book an appointment.

The team can also be contacted directly at studentwellbeingandadvice@bsms.ac.uk.

Type of Report

A list of common categories have been provided for you to select from. These will help us identify the most effective and timely way to handle your report in the first instance and monitor any common concerns and issues across the School.

The categories are:

- **Academic and Placement** – Problems with academic provision (i.e. course or teaching delivery, learning resources, timetabling), or placement (i.e. an incident occurring while on placement, an issue with the organisation of your placement);
- **Professionalism, Health, and Conduct** – Behavioural concerns, bullying harassment, or discrimination, and health concerns. This could be related to you or to another individual;
- **Safety and Respect** – Sexual misconduct, Online or Social Media Concern;
- **Other** – Incidents off-campus, problems with non-academic provision.

Your concern may fall in to more than one category, in which case you can select multiple options.

If you are unsure which category your concern falls into, or it falls outside of the listed options, you are also welcome to select 'other' and provide your own categorisation.

Details of Incident

This section allows you to provide a more complete explanation of the events or issues you would like the School to know about. This summary will provide the basis on which the Student Casework Group will decide how best to address your concerns, including identifying who needs to be consulted to resolve or further investigate the issue.

As such, you should include as much of the following information as possible:

- Dates, times, and locations of any specific issues or incidents;
- The full name(s) of any other parties involved in or witness to the issues/incident reported;
- Information about any action you would like to be taken in response to your report;

While the submission of your report through this tool does not automatically result in a formal complaint, disciplinary, or fitness to practise process, if you choose to engage with one of these processes, the content of this section will form the primary statement for investigation, though you will have the opportunity to confirm that you are satisfied with it and add additional information/evidence if required.

Action already taken

If you have already told somebody about this issue and they have responded or taken action to try and resolve the matter – whether this resolution was successful or not – please indicate who you discussed this with and what response they gave.

This helps the School ensure that they have the full context available to successfully address the issues you have raised in a timely manner without duplicating steps or responses.

Previous reports or occurrences

We acknowledge that sometimes incidents and issues do not happen in isolation and you, or someone you know, may have experienced a similar issue previously, or have had interactions

with the same person, service, or department on more than one occasion which raised similar concerns.

This may include, but is not limited to:

- A matter of complaint which was raised previously but has not been resolved or is occurring again;
- The same individual behaving in an unprofessional manner on more than one occasion;
 - This may be the same behaviour repeated on multiple occasions, or multiple incidences of different unprofessional behaviours;
- The same individual exhibiting similar health concerns on more than one occasion.

If you believe that the matter you are currently reporting should be linked to a previous issue – whether or not this other matter was reported to the school via this tool or any other mechanism – please include the details in this section.

If you reported this matter using this tool previously, you should have received a reference number for that report which can be included in this section instead of details. If somebody else reported this matter previously, please include details of who reported it and when so we can identify the relevant report.

If you reported this matter but not via the tool, please let us know who you informed about it and approximately when, as well as any information about what was done as a result.

If you did not report this matter previously, please include the details of what happened, when/where it happened, and the names of anyone who was involved or witness to the incident.

Next Steps After Submitting

Once you have submitted a report via this tool, you will be contacted by email by a representative of the Student Casework Group within 5 working days to discuss your report and the potential next options for it to be taken forward.

The possibilities include, but are not limited to:

- *Early Resolution (complaint)* – if your report relates to a matter of complaint which can be resolved in a straightforward and timely manner, the Student Casework Group will refer the content of your report to the most appropriate person or team to resolve it. You will receive an email from the Student Casework Group confirming the outcome and any resolution or action to be taken, as well as any options for next steps.
- *Formal Complaint* – if your report relates to a matter of complaint which requires more thorough investigation to resolve, it may be referred to the Student Complaints Resolution Procedure. This may involve sharing your report with the University of Brighton's Student Complaints Team, though this will not be done without your consent or agreement.
- *PPPC* – The Professionalism, Performance, and Progress Committee (PPPC) is a supportive group which considers concerns about student's health, conduct, and professional behaviour. If your report concerns a health or behaviour concern about

yourself or another student, it may be referred for consideration at PPPC. In order to do this, the content of your report and your name may need to be shared with the individual involved in order to give them a fair right of response, though this will not be done without your consent.

- *Fitness to Practise* – If your report relates to the poor or unprofessional behaviour of another student, the School may need to investigate this matter under the Fitness to Practise Procedure. In order to do this, the content of your report may need to be used as evidence in the investigation, meaning it will be shared with the individual involved in order to give them a fair right of response. This will not be done without your consent.
- *Student Disciplinary* – If your report relates to conduct of another student that breaches the University of Brighton's behavioural expectations as set out in the Student Contract, it may be referred for consideration by the Head of Student Discipline. This may require sharing the content of your report with them, and with the individual in question. It may also require you to follow up with the Head of Student Discipline directly to discuss any allegations set out in your report.
- *Academic Misconduct* – If your report contains an indication that you or another student has breached the examination regulations for an assessment as set out in Section F of PEAR, this will need to be investigated in accordance with the Academic Misconduct Procedure set out in PEAR. This may warrant referral to an Academic Practise Review or Academic Misconduct Panel for which you may be asked to provide a witness statement, though this may not be necessary.
- *#NeverOK Disclosure Response Team* – If your report relates to any form of harassment, discrimination, violence, or abuse, the medical school may take action under one of the above procedures, but we will also refer you on to the #NeverOK Disclosure Response Team who may be able to provide with confidential, specialist support and guidance related to the issues you have experienced.

Other Reporting Mechanisms

Emergency Services

If you believe that you or someone else is at risk of immediate harm, please contact emergency services by calling 999 immediately.

If you have been the victim of or witness to any criminal activity, you may wish to report this to the police by calling 999 (emergency) or 101 (non-emergency). You can also report some non-emergency incidents online at <https://www.police.uk/pu/contact-us/>.

If you would like support with reporting something to emergency services, you can contact the Student Wellbeing and Advice team (studentwellbeingandadvice@bsms.ac.uk)

Once something has been reported to emergency services, you can also report it to the medical school using this tool. You should include the fact that you have contact emergency services in your report as well.

If a matter is being investigated by police or another external body, it is possible that the medical school will not be able to take any immediate action to address or investigate it internally, but by

reporting it you can ensure that we have a contemporaneous account of events for any investigation required once the external investigation is completed, and can put supportive measures in place for you, or direct you to relevant support services.

[Anonymous Reporting Tool](#)

While our preference would be for you to use this tool which is not anonymous but allows us to provide more targeted follow up, support, and actions in response to any reports made, we do appreciate that sometimes you may wish to report anonymously. If that is the case, you are welcome to submit a report using the Anonymous Reporting Tool [LINK], but please be aware that BSMS will not be able to provide a response to any anonymous reports.

However, BSMS will record the nature of the anonymous report and will use the information collected to make positive changes within the school and to monitor and evaluate the school's culture and environment to make BSMS a more inclusive place to study and learn.

[#NeverOK Disclosure Tool](#)

The University of Brighton is committed to upholding a safe, inclusive, and respectful environment for everyone in the community. We believe that any form of harassment, abuse, sexual misconduct, or discrimination is #NeverOK, and should be appropriately addressed.

You are entitled to learn, study, and live in a safe and comfortable environment and to be treated with dignity and respect.

If you are subject to any form of harassment, discrimination, violence, or abuse you can report this to BSMS using this reporting tool, but you can also disclose it to the University of Brighton via their #NeverOK reporting tool. This disclosure tool is a supportive mechanism and allows the Disclosure Response Team to get in touch with you and ensure that you are assisted in accessing any general or specialist support you may required. They can also support you with making any formal reports or complaints about the behaviours you have been subject to.

More information about this disclosure tool can be found here

<https://www.brighton.ac.uk/about-us/your-university/equity/neverok.aspx>

Linked Internal Procedures

[Student Complaints Resolution Procedure](#)

[Student Disciplinary Procedure](#)

[Fitness to Practise Procedure](#)

[Fitness to Study Process](#)

[Academic Misconduct Process](#) – PEAR Section F