

Report & Support FAQs

What's the point of submitting an anonymous report?

Anonymous reporting is a really useful way of sharing information with the College when you don't want to be identified and you don't want to formally report an incident.

Although the College won't be able to commit to taking any formal action on the basis of your anonymous report, or provide direct advice and support, we will be able to use information from anonymous reports to identify whether there have been similar complaints and whether there is a pattern of behaviour or trends which can inform our prevention work. By reporting anonymously, you are therefore helping to keep others safe. You may also find that sharing an account of what has happened to you, albeit anonymously, will help you decide to seek support and advice if you have not already done so and we would encourage you to do that.

What action will be taken when an anonymous complaint is submitted?

Information provided within anonymous reports will help us to better understand what is happening within the College and inform our proactive prevention work. If you choose to report anonymously we will not ask you for any personally identifiable details so will not be able to offer any direct advice or provide you with information on any action taken.

How many anonymous complaints are needed before action will be taken?

Information provided within anonymous reports will primarily help us to better understand what is happening within the College and inform our proactive prevention work. Each report and the situation it relates to will be assessed on a case by case basis, and action taken where possible and appropriate, whilst not risking the reporter(s) being identified.

If you receive an anonymous complaint relating to a sexual assault or racist incident, how can you justify not taking any action?

Action will always be taken by the College, but the extent of this will depend on the individual case. Each report will be assessed on a case by case basis. It may or may not be possible to undertake a formal investigation based on an anonymous report. Any decision on taking action will be made on a risk assessed basis, ensuring that the anonymity of the reporter is not compromised.

Is my data secure when I submit a complaint?

Data held on Report & Support is GDPR compliant. Further information about how data is collected and stored is outlined in the [Fearless Glasgow Privacy Notice](#).

Will action be taken against me if an anonymous complaint, or multiple complaints is made about me?

Each case will be considered on an individual basis, and where appropriate, action will be taken in line with the student code of conduct and relevant staff procedures.

Will I automatically be notified if an anonymous complaint is made against me?

No. Each report will be considered on a case by case basis, with each being risk-assessed to ensure the protection and wellbeing of those involved. However, if it is appropriate to discuss the report with you or if an investigation is to be undertaken, you will be informed and given the opportunity to respond.

What will happen if I make a report using my name and contact details?

You will be contacted by a member of staff who will provide you with support and further guidance. You may also be asked for some more information to help with the College's investigation.

Who will know about my complaint if I give my name and contact details?

A small number of key staff will have access to your details on a confidential basis. You will be contacted by them so they can provide you with support and further guidance.

Will you tell the police about my complaint?

Not without your explicit consent other than in the circumstances noted below:

- If a child's physical or emotional wellbeing is at risk
- If we believe you or another person are in danger of seriously harming yourself or another person
- We will disclose personal data where we have been given information which would render us liable to civil or criminal court procedure should it not be disclosed

If I make a formal complaint will the person I complained about know that this is me? If it is possible to take your complaint forward for investigation on a confidential basis without revealing your identity (for example if a number of people witnessed the incident), we would be happy to do that if it is your preference. However, where the complaint is of a personal nature or could have only been made by one person, then it is not possible to guarantee that you would not be identified.

Will I be informed once the person I complained about has been told about the complaint? You will be kept informed, in line with relevant College procedures of any action that the College takes. The details of this will vary from case to case.

What if the person I complained about, or one of their friends, contacts me after I make a complaint?

This should not happen. However, if it does, please email the reportandsupport@glasgowclyde.ac.uk and let them know as soon as possible, and appropriate action will be taken.

I am able to withdraw a complaint?

Yes, you can withdraw your complaint at any time.

Who is my data shared with?

All data held on Report + Support is GDPR compliant. Your personal data will be accessible to a small number of key staff. Further information about how data is collected and stored is outlined in the [Fearless Glasgow Privacy Notice](#)

Will I be told what action has taken place?

Yes, but this will be done in line with relevant College procedures which may limit the detail that we are able to pass on to you.

How long is the complaint process i.e. when will this be complete?

We will respond to all reports submitted by the Report & Support platform within 2 working days and will keep you informed throughout any subsequent investigation, as appropriate, and in line with Data Protection regulations. Out with term time and when the college is closed over any holiday periods, please see the relevant support pages that contain external organisations and services to access immediate specialist support. When the College reopens, a member of staff will respond within 2 working days via the contact details you have included within your report. We will also seek to provide you with appropriate support and guidance at the earliest opportunity. All cases will be handled in line with our [complaints process](#). The exact time each case will take will be determined by the nature of the complaint.

Will I have to give evidence to or attend a disciplinary panel or committee?

Where a report results in potential disciplinary action against a student or member of staff, you may be invited to attend a disciplinary panel or committee. Arrangements can be made so you are not questioned by the person you reported or be present at the panel or committee at the same time as them. If you choose to attend a panel or committee meeting you will have access to fully trained experts with experience of Equality, Diversity and Inclusion issues, including gender based violence and racism. Information that you provide to the investigation may be made available to the panel.

Will I be told the outcome of a disciplinary panel or committee?

Yes, you will be given relevant information in line with relevant College procedures.