

Student Guide to Bullying and Harassment

Our University is committed to promoting diversity and eliminating discrimination. We do not tolerate bullying or harassment.

We want all our students to enjoy a happy, successful and problem free time at Canterbury Christ Church, but we understand that sometimes bullying and harassment can be a real issue.

If you, or somebody who has confided in you, experience being treated without dignity, this guide can help you take action to resolve the issue.

It includes details of important policies and procedures, such as the Student Disciplinary Procedure, which sets out the University's expectations relating to student behaviour and conduct, and when disciplinary action may be taken.

This guide is not intended to cover bullying or harassment issues experienced outside of your University context, however, [Student Support, Health & Wellbeing](#) can still offer confidential advice and guidance on what to do in these situations.

What is bullying and harassment?

There are lots of different forms of bullying and harassment, which can lead to many different feelings – from isolation and anxiety to anger and fear – and it can be difficult knowing how to deal with the issue.

This guide is designed to help you understand and spot the signs of bullying and harassment, and provide you with advice on dealing with unacceptable behaviour.

Harassment is generally defined as unwanted conduct affecting the dignity of the recipient. It may be related to sex, race, disability, religion, sexual orientation, age or any personal characteristic of the individual, and may be persistent or an isolated incident.

The key element of harassment is that the actions or remarks are regarded as unacceptable by the recipient.

Bullying is persistent unwelcome behaviour, mostly using unwarranted or invalid criticism, fault finding, exclusion or isolation.

Bullying typically takes the form of repeated inappropriate behaviour, direct or indirect, and may be verbal, physical or otherwise. It can be conducted by one or more person against another or others.

Unacceptable behaviours related to bullying and harassment on University premises, during University activity, or linked to University social media accounts, might include violent, indecent, disorderly, threatening or offensive behaviour and language, including any actions or comments online.

Standing up to bullying and harassment

It is important to try to deal with any issues linked to bullying and harassment early on to minimise feelings of anxiety. Often, by taking some simple action, it is possible to quickly bring an end to undignified behaviour.

Most bullying and harassment behaviours can be stopped by dealing with the issue informally by:

- 1. Talking to the person:** Sometimes, telling someone that their behaviour is upsetting you is all that is needed. It may be that you have misinterpreted their words or actions, or they were unaware that their behaviour was inappropriate.
- 2. Putting it in writing:** If you don't feel able to confront the problem in person, then you could send an email explaining politely but firmly why you are upset and what behaviours you would like to stop. Keep a record of this email and any response received.
- 3. Asking for support:** You could speak to a friend, your Personal Academic Tutor or Programme Team to see if they can help you resolve the issues.

The University's Student Mediation Clinic offers a Peer Mediation Service which is free to all Canterbury Christ Church students to help resolve problems. To find out more about the service you can email: <mailto:mediationclinic@canterbury.ac.uk> or call 01227 863026.

If you have tried dealing with the issue informally and the unacceptable behaviours have continued, or if you believe informal action to be inappropriate (for instance if the behaviour complained about is serious or persistent), then you may want to make a formal complaint. Details of the procedure for making a formal complaint are available at:

<https://www.canterbury.ac.uk/current-students/student-voice/student-representation/complaints>

Get in touch

Before you make a formal complaint, especially if you are unsure about what to do next, or would like to know more about University procedures, please contact our network of trained and professional staff who are here to support you:

- Our [Student Support and Wellbeing Advisers](#) offer an impartial, non-judgemental and confidential service where you can discuss a wide range of personal matters. You can email studentwellbeing@canterbury.ac.uk or telephone 01227 922 675
- Our [Mental Wellbeing Team](#) offers free and confidential support for emotional concerns that may be affecting your ability to study including bullying, harassment or relationship issues.
- Our [Student Mediation Service](#) is a free service offered by the University and is a confidential process to help resolve disputes whether it is a concern with landlord, neighbour or another student.
- Our [Chaplaincy Confidential Listening Service](#) offers a safe space where any students can bring and discuss problems in a non-judgemental environment.
- Our [Students' Union](#) offers advice and support. You can find the Advice Centre in St George's Centre, Canterbury. This service is for all students at CCCU however so if you are studying at another campus then please still get in touch and we can make arrangements to meet.

For more support and advice

Learn more about student policies, procedures and guidelines:

- [Student Disciplinary Procedure](#)
- [Complaints Procedures](#)
- [Social Media Guidelines](#)
- [Equality and Diversity](#)