



# DIGNITY AND RESPECT POLICY

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# Dignity and Respect Policy (Students)

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## Royal Holloway University of London Dignity and Respect Policy (Students)

### 1. INTRODUCTION & POLICY STATEMENT

- 1.1 Royal Holloway, University of London (the University) is committed to equality, inclusivity and diversity within a supportive community which celebrates differences, challenges prejudice and upholds fairness. We commit to safeguarding the dignity of all students, staff, and visitors to our university community and to nurturing an environment of mutual respect.
- 1.2 The University believes that every student has the right to study, be taught, live and socialise in a supportive environment, free from discrimination, harassment, and bullying. To enable this the University has adopted a zero-tolerance approach towards conduct, behaviour or actions which undermine a person's dignity and worth. The University regards incidents of discrimination, harassment and bullying as a serious matter and will respond sensitively and promptly, undertake appropriate and proportionate follow up, including misconduct action where required. We also commit to providing support to all parties involved.
- 1.3 Dignity and respect is undermined by discrimination, harassment, and bullying and the University understands the significant effects these behaviours can have on the health and wellbeing of our students. The impact can lead to poor mental or physical health, non-engagement with studies, academic under-performance, and loss of confidence and feelings of self-worth.
- 1.4 All members of the University are responsible for helping to create a community that is free from discrimination, harassment, and bullying; for taking an active bystander approach; and by supporting individuals making a legitimate complaint. *Being an active bystander means being aware of when someone's behaviour is inappropriate or threatening and choosing to safely challenge it.* Discrimination, harassment and bullying

may occur in any interaction between students, in face-to-face engagement, as well as in email and written communications, on social media and be perpetrated by an individual student or a group of students.

- 1.5 Students experiencing any form of unacceptable behaviour or conduct are encouraged to raise concerns and seek advice at the earliest opportunity, without fear of repercussion, in order for the situation to be resolved.

## 2. SCOPE AND PURPOSE OF THE POLICY

- 2.1 The purpose of this policy is to confirm:

- The University's commitment to providing an environment where students are treated with dignity and respect;
- Our commitment to the provision of a supportive community environment free from discrimination, harassment, and bullying;
- Compliance with our legal requirements as defined under the Equality Act 2010;
- The informal and formal options available to students if they perceive they have been discriminated against, harassed, or bullied, and give students the confidence to make informal or formal complaints;
- Definitions and examples of unacceptable behaviour;
- Assurance of the provision of access to support for reporting and responding students either from internal or external services.

- 2.2 The policy relates to all students at the University and all students are expected to abide by this policy. If students are responsible for the presence of others on campus (i.e. invited guests) they should take reasonable steps to ensure their guests treat others with dignity and respect.

- 2.3 The policy covers dignity and respect in all aspects of student life including participation in University-related activities off site, such as field trips, placements, or years abroad. Peer to peer engagement or conduct in the local community that brings the University into disrepute by causing offence may also result in University action under this policy and the Student Conduct Regulations.

- 2.4 The policy broadly relates to complaints made by a student(s) about another student(s). If a member of staff considers they are being discriminated, harassed or bullied by a student the informal or formal processes can be followed if referred by the staff member's line manager or Head of Department; or by the Directorate of Human Resources. If a student wishes to make a complaint about the alleged behaviour or conduct of a member of staff the issue should be reported to the appropriate Line Manager or Head of Department. *There is also provision within the [Student Complaints Procedure](#) for a student to complain about a member of staff's behaviour.* If a student alleges they are being harassed or bullied by someone outside of the University community guidance can be given on reporting routes to the Police or other appropriate authority. There are also limits about what the University can do to resolve issues which are based online on platforms not part of the University. Where there is a need to safeguard the student from an external party consideration will be given to actions such as campus restrictions to support the reporting student(s).

- 2.5 There is a separate Dignity at Work (anti-bullying and harassment) Policy for staff available online.

### **3. LEGISLATION**

- 3.1 The University has legal responsibilities under the Equality Act 2010 to protect individuals from unlawful discrimination, harassment and bullying on the grounds of the nine protected characteristics (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion, or belief (including none), sex and sexual orientation)
- 3.2 Students need not possess the protected characteristic themselves but may be exposed to unacceptable behaviour because they are perceived to have a protected characteristic or because of their association with a person who has a protected characteristic. Students have the right to raise a complaint about offensive conduct even if it is not directed towards them.

### **4. ROLES AND RESPONSIBILITIES**

- 4.1 The Director of Student Life is responsible for ensuring this policy is implemented and monitored.
- 4.2 All members of the student community are expected:
- To take personal responsibility for their own behaviour and conduct;
  - To treat all members of the student and staff community with dignity and respect;
  - Not to discriminate others, nor to incite others to behave in discriminatory ways;
  - Not to harass, abuse or intimidate others;
  - Not to bully others;
  - Not to victimise, or attempt to victimise, any student who has made a complaint(s) of discrimination, harassment or bullying;
  - To act (to safely challenge or report) as soon as they become aware of any incident of discrimination, harassment or bullying;
  - To modify behaviour or conduct as soon as they are alerted, they may have behaved inappropriately in relation to this policy.

### **5. DEFINITION OF DISCRIMINATION**

- 5.1 Under the scope of this policy discrimination is defined when a student is treated less favourably than others based on a protected characteristic. It can also be defined as if they are treated less favourably than others because they have made a complaint of harassment or bullying under this or another University policy.
- 5.2 Discrimination can be:
- Direct – *when a student is intentionally treated less favourably than other students because of their protected characteristic(s);*
  - Indirect – *when regulations or processes apply to all students, but which then place students with a protected characteristic(s) at an unfair disadvantage;*
  - By perception – *when a student is perceived to have a protected characteristic and is then treated unfairly;*

- By association – *when a student is treated unfairly due to their association with someone who has a protected characteristic;*

## 6. DEFINITION OF HARASSMENT

- 6.1 Harassment is defined in law by the Equality Act 2020 as “unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual’s dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual.”
- 6.2 Harassment is normally characterised by more than one incident of unacceptable behaviour, but one single incident may, if sufficiently serious, constitute harassment and repeated patterns of behaviour towards different people may also constitute harassment. For action to constitute harassment it does not necessarily require that the action was deliberately intended to cause offence. If the reporting student perceives the conduct of the responding student as offensive and the responding student is likely to be aware of this, or has been made aware, the conduct may constitute harassment. Examples of harassment can be found in Appendix 1.
- 6.3 The University recognises harassment as distinct from vigorous academic debate, which is characterised as being respectful, encouraging a variety of viewpoints and having the effect of stimulating and encouraging thought and discussion. Whilst students will hold a range of views on issues, they would be expected to treat all members of the University community with dignity and respect and ensure that the expression of their views is not manifested in such a way that creates an environment that is intimidating, hostile, degrading, humiliating or offensive to others.

## 7. DEFINITION OF BULLYING

- 7.1 Bullying is not defined by law, but the University defines bullying as “offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate or injure the recipient.”
- 7.2 Bullying is normally characterised by more than one incident of unacceptable behaviour by a student or group of students, but one single incident may, if sufficiently serious, constitute bullying. Examples of bullying can be found in Appendix 1.

## 8. SUPPORT FOR STUDENTS

- 8.1 Students are encouraged to approach University and SU services to understand the Dignity and Respect Policy and for guidance on the procedures for dealing with complaints of discrimination, harassment, and bullying. Reporting student(s) and responding student(s) may seek emotional support and practical advice from the University or Students’ Union on all matters of dignity and respect. Details of the University support services can be [found here](#) and details of the SU support services can be [found here](#) and also in Appendix 2. University and SU services can also provide advice on accessing external support or advice if that is the preference of the student. Alternatively students may wish to seek support from their Personal Tutor.
- 8.2 If both parties have approached or requested support from the same service the University will ensure that their cases will not be supported by the same person. In these cases, confidentiality and discretion will be maintained at all times with agreement from the student about whom their information or disclosure can be shared with.

### 8.3 For students accused of discriminatory, harassing or bullying behaviour or conduct

All reports are taken seriously by the University and due process followed to investigate these reports. If you are named as a responding student, it does not necessarily indicate that you are at fault, and you will be able to respond to the report made. Reports may have arisen because you have been unaware of, or did not intend, to cause the effect of your behaviour or conduct. The objective is to identify the underlying issues of concern and to address these promptly. However, the perception of the reporting student(s) is an important factor in defining whether or not inappropriate behaviour has taken place.

Throughout the informal or formal process, you can choose to be accompanied by another student or member of University or SU staff, and we recommend you seek guidance from appropriate sources (point 8.1) at the earliest opportunity.

There is an assurance of the provision of access to support for responding students either from internal (University and SU) or external services.

## 9. CRIMINAL OFFENCES

- 9.1 Where a report made may constitute a criminal law offence the reporting student(s) will be empowered to consider whether they wish to report this to the Police.
- 9.2 The University reserves the right to refer a report directly to the Police if there is a risk to the safety and wellbeing of the reporting students or to members of the University or wider community. In these cases, the referral would be discussed with the reporting student(s).
- 9.3 Where an alleged incident is being investigated by the Police the University will normally wait for the outcome of the Police investigation and consider the findings in its own procedures. However, the Student Conduct Officer may proceed immediately with internal procedures if appropriate. Further guidance on this can be found in the *Student Conduct Regulations (Appendix 2 – Temporary Suspensions, Campus Restrictions and Police Investigations)*.
- 9.4 In such cases the University will conduct a risk assessment, involving at least two members of staff, with relevant experience, to consider if any precautionary or safeguarding measures – such as campus or contact restrictions - should be put in place and to action these as required.
- 9.5 If the Police decide not to investigate, or the courts do not find the responding student(s) guilty the University has the option to proceed with a misconduct process under the Student Conduct Regulations. Determining matters under these are subject to judgments on the balance of probability and not beyond reasonable doubt and will be considered to support maintaining the safety and wellbeing of the whole student community.

## 10. VIOLENCE OR PHYSICAL ASSAULT

- 10.1 Incidents of violence, assault, threatening or overly aggressive behaviour will be treated very seriously by the University. If you are subject to these behaviours on or off campus you are advised to seek help immediately and to consider reporting this to the Police. If you have been sexually assaulted you are advised to seek advice and medical help immediately from [Solace SARC](#), the NHS or another appropriate service.

- 10.2 For your own safety, and the safety of others, it is important any incident of violence should be reported to Campus Security, Wellbeing Support, via RH BE Heard or an appropriate external professional service.
- 10.3 Where required risk assessments will be carried out following a report or threat of violence and appropriate actions enacted.

## **11. CONFIDENTIALITY**

- 11.1 The University has a responsibility to protect complainants and our student community and will treat all records related to allegations or complaints made under this Policy with the utmost discretion.
- 11.2 Information will only be disclosed to relevant parties (those involved with the investigation, informal or formal processes, or the outcomes) and may be limited to ensure discretion. All investigations will otherwise remain confidential.

## **12. PROCEDURES FOR DEALING WITH COMPLAINTS OF DISCRIMINATION, HARASSMENT OR BULLYING**

- 12.1 Students can report issues confidentially in person or online via our online reporting platform. Reports in person may be submitted to any of the University and SU support teams noted in Appendix 2. You may wish to make your report via a written statement to ensure the report you make is recorded as you intended. The online platform provides the option to report anonymously if preferred.
- 12.2 Where appropriate the University will respond to and investigate reports impartially and judiciously as promptly as possible. All reporting and responding students will be treated with fairness and sensitivity and provided with access to appropriate support.
- 12.3 The procedures seek to enable student(s) to have the choice to request that a complaint is considered informally or formally that they can access appropriate support and advice, and that they are not having to repeat information unnecessarily once the complaint /disclosure has been made.
- 12.4 In the case of an anonymous report there are likely to be limitations in what the University will be able to do. Nevertheless, anonymous reports will be considered and monitored by the University and SU to identify areas of concern which may require more proactive intervention. Students who make an anonymous report can self-refer to support services as needed and support will not be cross-referenced with anonymously reported information.
- 12.5 **Personal action**

In some cases, complaints can arise because of misunderstandings or impulsive behaviours, and we are supportive of students having the opportunity to explore possible misunderstandings, to apologise where appropriate, and to modify behaviour or conduct in a more informal setting than that of a formal procedure.

If you feel you have been or are being discriminated against, harassed or bullied you are encouraged to make it clear to the student(s) responsible that this is the case. You may ask the student causing the concern to modify or stop their behaviour and this may be sufficient to end the behaviour. Students may seek advice and guidance about this from their personal tutor, Student Life Wellbeing teams or the Students' Union.



You may wish to have a conversation, or written communication, with the other student which details what you consider to be discriminatory, harassing or bullying behaviour with a request that they cease behaving in this way. Alternatively, you may wish to get support from a friend or peer to help explain your concerns to the other student. It is important to keep a written record of the details of relevant incidents which may include details of possible witnesses and offending messages, images or texts saved and will include a description of the personal impact of the behaviour or conduct on your academic or social life and experiences.

#### 12.6 **Informal process**

Under the informal process the University will aim to resolve the concern by an informal resolution process. There will be no sanction, and it will not be recorded as a formal conduct matter. There is greater discretion in the informal process as the process is usually restricted to the reporting student(s) and responding student(s) and staff within Wellbeing Support and / or the SU. The University will not be obliged to follow the informal process if the allegation is of such severity that it may impact on the safety and wellbeing of the wider University community.

The reporting student(s) and responding student(s) will meet with staff separately and will not be required to attend a meeting together. The University may not explicitly identify the reporting student(s) in this process unless it is agreed or unless restrictions require this information.

It is possible that after an explanation of the matter of concern the complaint could be resolved with no further action. It is more likely the responding student(s) may need to take further steps including an apology, an agreement to modify behaviour or conduct, an agreement to seek personal help, or an agreement for no contact with the reporting student (s). The informal resolution will not be used as an admission of guilt nor the basis to pursue the formal process and no action taken as part of this informal process shall constitute misconduct action or a misconduct formal warning.

The process is 'without prejudice' to identify if there can be an informal resolution of the matter and nothing is considered proven against the student(s). No facts uncovered during the informal process shall be considered to have been proven until they are presented and heard under the misconduct processes of the [Student Conduct Regulations](#).

If informal resolution is not possible then the formal process can be considered by the reporting student(s) or the University.

The informal process is voluntary for the responding student(s) and so they can decline to be involved. In that case the formal process will normally be initiated.

#### 12.7 **Formal process**

A student may request that their complaint is considered for follow up under the Student Conduct Regulations. In considering whether an allegation of discrimination, harassment or bullying may be a suspected breach of Regulations, University officers will consider to what extent the allegations fall within the jurisdiction of the University; to what extent the allegations require action under the responsibilities of the Equality Act; or are otherwise appropriate for University intervention, for example the formal process may also be used when a complaint is considered too serious for the informal process or when an issue may impact on the health and wellbeing of the wider University community.



If the complaint is to be formally heard the processes of the [Student Conduct Regulations](#) will be followed by the Student Conduct Officer (or nominated delegate).

Under the formal process a student may face sanctions which may include a formal reprimand, campus restrictions, a financial penalty or in serious cases of misconduct consideration of a suspension of studies or the ending of their studies for misconduct. The burden of proof in formal misconduct cases will be on the balance of probability and not beyond reasonable doubt as required in criminal cases.

Formal meetings and hearings remain as private as possible, but discretion and confidentiality may be extended to other witnesses and / or your academic department if required. A student who is formally sanctioned will have the outcome noted within student conduct records and or sanctions may be shared with other University members if restrictions are put in place.

### **13. MALICIOUS OR VEXATIOUS COMPLAINTS**

- 13.1 Complaints of discrimination, harassment or bullying are treated seriously by the University. If a student is found to have made a malicious or vexatious complaint this will be dealt with under the Student Conduct Regulations. Action will not be taken if a complaint made in good faith is adjudged to be unsubstantiated.

### **14. COMPLAINTS PROCEDURE**

- 14.1 If a reporting student is unsatisfied with the process followed or action taken by the University they can make [a formal complaint](#) to the University. The reporting student(s) cannot appeal the penalty awarded to the responding student(s) at either the informal or formal stage. The [SU Advice Centre](#) can advise you further about raising a complaint.

### **FURTHER INFORMATION AND GUIDANCE**

If anyone considers that this Policy has not been followed or for further information on the interpretation and application of the policy, please contact the code of conduct owner.

## APPENDIX 1

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### EXAMPLES OF DISCRIMINATION, HARASSMENT AND BULLYING

Discrimination, harassment and bullying may occur in any interaction between students, in face-to-face engagement, as well as in email and written communications and on social media. Inappropriate behaviour and conduct may range from intimidating behaviour such as threats, shouting, aggression or violence to more subtle behaviours that may be difficult to identify. If an action or behaviour could reasonably have been expected to cause offence, then it is likely that harassment or bullying has occurred. All examples can include an abuse of power, position or knowledge by others to criticise or humiliate another, can cause the student being bullied or harassed to feel vulnerable and lacking in confidence. *All sections provide examples and are not exhaustive.*

#### 1. MICROAGGRESSIONS

- Microaggressions are incidents of everyday bias and discrimination towards groups that are disadvantaged as a result of institutional, historical and cultural ideologies, practices and beliefs. Groups are defined by a particular trait such as race, gender, gender identity, sexual orientation and disability.

#### 2. BULLYING

- Personal insults and / or name calling;
- Disparaging, ridiculing or insulting comments, jokes and gossip;
- Shouting at others in public and / or private;
- Humiliation in a public or private forum;
- Cyberbullying (e.g. inappropriate posts online);
- Isolation, exclusion from events or activities, non-co-operation with or ignoring of others;
- Persistent unwarranted criticism.

#### 3. HARASSMENT

- Unwanted and inappropriate physical contact including touching, patting, sexual advances, sexual coercion;
- Written or verbal harassment through jokes, offensive language, gossip, banter, or innuendo;
- Visual displays of harassment through offensive gestures, posters, flags, graffiti or emblems;
- Circulation or sharing of offensive content through any form of technology including email, text, social media, internet forums; and whiteboards;
- Intrusion by consistently pestering, following someone, spying, sending emails, messaging or making phone calls;
- Isolation, exclusion from events or activities, non-cooperation with or ignoring of others;
- Pressure or coercion to take part in unwanted activities or actions including pressure for sexual favours; to take part in a dangerous or degrading initiation to join a club, group or society; or to support extreme views, proscribed organisations\* or unlawful activity.

\* Proscribed organisations under UK Law and recorded on the [gov.uk website](https://www.gov.uk).

#### **4. HARASSMENT OF PEOPLE WITH DISABILITIES**

- Behaviour or conduct which undermines dignity, self-confidence, learning and development opportunities;
- Undue pressure or intimidation including unfair or impractical academic study expectations
- Behaviour or conduct intended to ridicule, distress or humiliate such as offensive language, name calling, exaggerated or patronising assistance
- Failure to safeguard confidential information about a student's disability.

#### **5. HOMOPHOBIC AND TRANSPHOBIC BULLYING**

- Behaviour or conduct, deliberate or otherwise, relating to sexual orientation and directed towards students or groups who are, or perceived to be, lesbian, gay, bisexual, transgender or questioning;
- Outing a student as LGBTQ without their permission or spreading rumours of gossip about a student's sexual orientation or gender identity;
- Making homophobic and transphobic threats or insults including making unnecessary and degrading references to a student's sexual orientation or gender identity or making assumptions or judgments based on sexual orientation or gender identity;
- Engaging in jokes, offensive language, gossip, banter, or innuendo which are demeaning towards a student's actual or perceived sexual orientation or gender identity; or intrusively asking a LGBTQ student about their private life;
- The use of homophobic language or display of homophobic materials;
- Using religious and faith beliefs to justify homophobic or transphobic harassment;
- Isolating, excluding or ignoring a student from activities because they are LGBTQ.

#### **6. RACIAL HARASSMENT**

- Behaviour or conduct, deliberate or otherwise, relating to race, ethnicity or nationality (perceived or otherwise);
- Derogatory name calling, insults, threats and racist jokes;
- Harassing graffiti, images or slogans related to race, ethnicity or nationality;
- Hostile, offensive acts or expressions – or incitement of - by a student of one race / ethnicity against a student of another race / ethnicity;
- Intentional unlawful discrimination on the grounds of race, ethnicity or nationality;
- Disrespect or ridicule of a student for racial or ethnic differences.

#### **7. RELIGIOUS HARASSMENT**

- Behaviour or conduct, deliberate or otherwise, relating to religion, religious, faith or philosophical belief; including antisemitism as defined by the International Holocaust Remembrance Alliance Definition of Antisemitism ('IHRA Definition'), Islamophobia and other forms of religious hate crime.
- Derogatory name calling, jokes, insults or threats based on religion or faith;

- Harassing graffiti, images or slogans related to religion or faith;
- Attempting to remove / pull off religious dress, mocking of religious dress, traditions and or / forms or worship and celebration;
- Disrespect or ridicule of a student for religious difference, including within a faith community.

## **8. SEXUAL HARASSMENT**

- Sexual harassment encompasses unwelcome behaviour of a sexual nature, which is carried out without consent, or by force, manipulation or coercion. Sexual harassment affects people of all gender identities and sexual orientations and raises issues of unequal relationships, power and consent;
- Sexual harassment can include, but is not limited to, violence and assault, inappropriate physical sexual contact, harassment and the creation of an atmosphere of discomfort, stalking and grooming behaviours. Sexual harassment overlaps with criminal law where there is touching which is sexual in nature, or where there is harassment, stalking or revenge porn;
- Sexual harm and violence – a term to include different sexual offences and unwanted sexual acts or activities. This includes, but is not limited to: rape, sexual assault, sexual abuse, sexual harassment, unwanted touching, coercion, gaslighting (psychological manipulation). Sexual violence can be psychological and / or physical;
- The inappropriate introduction of sexual comments or activities in the teaching and learning environment and social or living situations;
- Harassing another student because of their gender, sexuality, their perceived sexuality or the perceived sexuality of those with whom they associate; or harassment on the grounds of gender identity;
- Suggestive or unwelcome comments or gestures; including catcalling, whistling, innuendo, sexual jokes or banter, sexual stories or gossip, 'up-skirting', encroaching personal space, persistent or unwelcome requests for social or sexual encounters and favours;
- Unwanted behaviour or conduct of a sexual nature which violates a students' dignity or creates an intimidating, hostile, or offensive environment; including stalking which can happen in person or online / via electronic communications;
- Online or electronic communication of indecent, demeaning or pornographic messages, pictures or photographs of a sexual nature.

## **9. ONLINE HARASSMENT & NETIQUETTE**

- Harassment which takes place on an online platform, including those beyond university-based platforms – such as social media, web and blog content, messaging services, chat rooms, dating websites and apps, discussions sites and comments sections of media – and communication through phone calls, emails and text messaging;
- Online harassment and abuse, directly or by implication, including sending unwanted messages or images, hate speech or hate crime;
- Sharing or disclosing online material without the consent of the individual featured or mentioned;
- Cyber stalking or cyber bullying;
- Netiquette is a combination of 'net' (from internet) and 'etiquette'. It means respecting other users' views and displaying common courtesy when posting your views to online discussion groups;

- The basic rules of netiquette are
  - Treat all participants with respect and refrain from personal abuse;
  - Don't 'spam' other users with unnecessary or irrelevant content;
  - Write clearly and succinctly; avoid using text speak, slang and emoticons;
  - Be careful when using humour or sarcasm as it can be misinterpreted in an online forum with no visual / auditory cues;
  - Always remember your posts are public and can be read by a range of people;
  - Stay on topic at all times – communications should be academic in nature
  - Keep CAPS LOCK to a minimum as it can look like you are shouting
  - Use standard fonts and font sizes (no more than 14 font size)
  - Don't post copyrighted material to which you do not own the rights;
  - Respect the moderators and their adherence to and enforcement of the rules of the group.

## APPENDIX 2

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### SUPPORT AND SOURCES FOR FURTHER INFORMATION AND ADVICE

#### Emergency and out of hours sources of support

<https://intranet.royalholloway.ac.uk/students/help-support/get-help-with-an-emergency/get-help-with-an-emergency-or-contact-security.aspx>

Wellbeing teams including:

- Disability & Neurodiversity [disability@royalholloway.ac.uk](mailto:disability@royalholloway.ac.uk)
- International Advice [internationaladvice@royalholloway.ac.uk](mailto:internationaladvice@royalholloway.ac.uk)
- Multifaith Chaplaincy [chaplaincy@royalholloway.ac.uk](mailto:chaplaincy@royalholloway.ac.uk)
- Counselling & Mental Health [counselling@royalholloway.ac.uk](mailto:counselling@royalholloway.ac.uk)  
[mentalhealth@royalholloway.ac.uk](mailto:mentalhealth@royalholloway.ac.uk)
- Wellbeing Support [wellbeing@royalholloway.ac.uk](mailto:wellbeing@royalholloway.ac.uk)

Students' Union Advice Centre

[advice@su.rhul.ac.uk](mailto:advice@su.rhul.ac.uk)

Academic Personal Tutor

See School Helpdesk for more information

Surrey Police

[www.surrey.police.uk/](http://www.surrey.police.uk/) or 101 (non-emergency)

Call 999 in an emergency

Citizens Advice

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

CST

[www.cst.org.uk/](http://www.cst.org.uk/)

National Bullying Helpline

[www.nationalbullyinghelpline.co.uk/](http://www.nationalbullyinghelpline.co.uk/)

National Stalking Helpline

[www.suzylamplugh.org](http://www.suzylamplugh.org)

Rape and Sexual Abuse Support Centre

[www.rasasc.org/](http://www.rasasc.org/)

Stop Hate UK

[www.stophateuk.org/](http://www.stophateuk.org/)

Tell MAMA

[www.tellmamauk.org/](http://www.tellmamauk.org/)

Your Sanctuary

[www.yoursanctuary.org.uk/](http://www.yoursanctuary.org.uk/)

Victim Support

[www.victimsupport.org.uk/](http://www.victimsupport.org.uk/)