System User Guide
Employee – Guide to Report + Support

We realise this formatting may not be accessible for all – to request this document in an alternative format please email hrhelpline@ed.ac.uk.

Contents

Introduction

This guide covers key tasks for staff making a Report or accessing Support articles in the Report + Support system. It is related to the Process User Guide called Guide to Report + Support which is linked below.

The guide also applies to Third Parties – visitors, agency workers, honorary staff, external examiners, subsidiaries of the University of Edinburgh Group. These are individuals who are not employed by the University of Edinburgh but are undertaking work activities within or on behalf of the University of Edinburgh.

Link to Process User Guide (under "R")
Link to Report + Support Platform - Report + Support - The University of Edinburgh

Action: **Report and Support is not an emergency service. If there is an immediate risk of serious harm, please call the emergency services on 999.**

Please go to the Respect at Edinburgh webpage for information and guidance on sexual harassment support, Report + Support link, the Dignity & Respect policy, the processes for raising and addressing concerns, and the support and training available.

In Brief

This section is a simple overview and should be used as a reminder. More detailed information on each outcome is provided later in this guide.

Named Report

1. From the Respect at Edinburgh webpage click on Report + Support.
2. Click on the relevant button if you wish to Report with your contact details or Report anonymously.
3. Click on the "Report with your contact details" button.
4. Select if you are a student, member of staff or visitor (required).
5. Select who the incident happened to (required).
6. Add your staff number (optional). You can find your staff number on your staff ID or on your payslip.
7. Select how you wish to be contacted.
8. Add your contact details (required).
9. Select the type of incident (see the Report + Support - The University of Edinburgh webpage for information on definitions) (required).
10. Provide details of what happened (optional).
11. Select where the incident happened (required).
12. Select where the person who experienced the incident works (required).
13. Select the relationship to you of the person who did this to you or the person you are reporting on behalf of.
14. Confirm if the person holds any of the positions at the University of Edinburgh.
15. Complete the demographic information of the person who experienced the incident (optional).
16. What would you like to happen because of your report.
17. Review your responses before sending the report. You can edit your responses if required.
18. Press Send Report.
19. Download your report (optional).

Report anonymously

1. From the Respect at Edinburgh webpage click on Report + Support.
2. Click on the relevant button if you wish to Report with your contact details or Report anonymously.
3. Click on the "Report anonymously" button.
4. Select if you are a student, member of staff or visitor(required).
5. Select who the incident happened to (required).
6. Select the type of incident (see the Report + Support - The University of Edinburgh webpage for information on definitions) (required).
7. Provide details of what happened (optional).
8. Select where the incident happened (required).
9. Select the circumstances (optional).
10. Select where the person who experienced the incident works (required).
11. Select the relationship to you of the person who did this to you or the person you are reporting on behalf of.

12. Confirm if the person holds any of the positions at the University of Edinburgh.

13. Select why you have reported anonymously (optional).

14. Complete the demographic information (optional).

15. Review your responses before sending the report. You can edit your responses if required.

16. Press Send Report.

17. Download your report (optional).

Access Support

1. Scroll down to the support articles available.

2. Select the relevant link for further information.

3. Select Frequently Asked Questions for the most common questions asked.

In Detail

This section provides the detailed steps and includes relevant screenshots from the system.
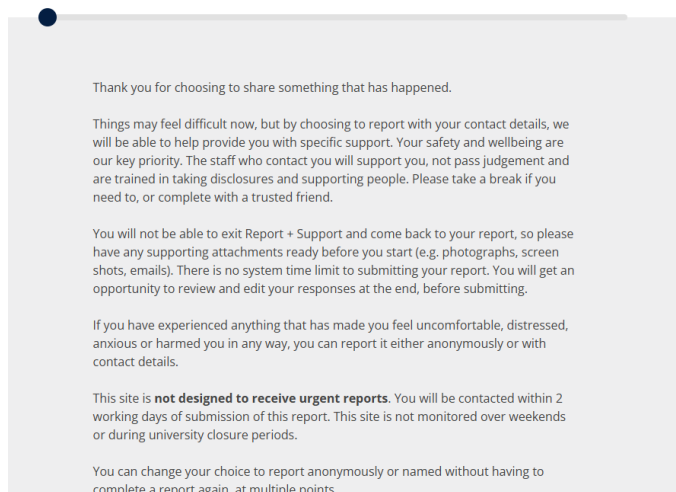
Named Report

1. From the [Respect at Edinburgh](#) webpage click on Report + Support then click on the "Report with your contact details" details button
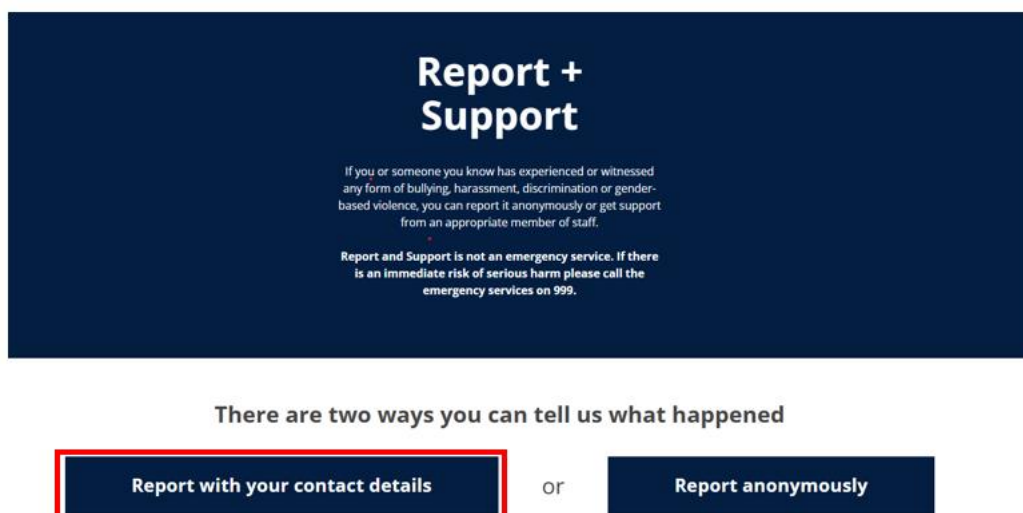
2. Read information page.

3. Select if you are a student, member of staff or visitor (required).
4. Select who the incident happened to (required).

Report with your contact details

I am (required)

- ○ A student
- ○ A member of staff
- ○ A visitor

This incident happened to (required)

- ○ Me (a student)
- ○ Me (a member of staff)

  *Staff member includes third parties - agency workers, honorary staff, external examiners, subsidiaries of the University of Edinburgh Group or visitors (e.g. individuals who are not employed by the University of Edinburgh but are undertaking work activities within or on behalf of the University of Edinburgh) and relates to issues or incidents that have occurred in work or in a work-related situation.

- ○ A friend
- ○ A colleague
- ○ A student I am supporting as EST, I & AD use only
- ○ A student I am supporting as Student Adviser; Reslife; other Uni staff

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5. Add your staff number (optional). You can find your staff number on your staff ID or on your payslip.
6. Select how you wish to be contacted.
7. Add your contact details (required).

Report with your contact details

Your student/staff number (optional)

How would you like to be contacted? (required)
- [ ] Email
- [ ] Phone
- [ ] Teams

What is your name? (required)

Can we use the above information to contact you?
(required)
- ( ) Yes
- ( ) No

Would you prefer to speak to a man or a woman?
(required)
* This is a preference, and we will try to accommodate this wherever possible
- ( ) Man
- ( ) Woman
- ( ) No preference

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8. Select the type of incident (see the [Report + Support - The University of Edinburgh](#) webpage for information on definitions) (required).

Report with your contact details

The definitions provided on this page may not be comprehensive and there is often overlap between definitions. You can also visit the support pages for information on definitions and the internal and external support services available.

I would describe what happened as

(required - select all that apply)

☐ Abuse of Power

An abuse of power is where someone uses their position of power, trust, or authority in an abusive or unacceptable way. It can take various forms and may include, but is not limited to manipulation, coercion, pressure to engage in workplace or research misconduct, bullying and harassment. Abuse of power may also occur in the context of a close personal or intimate relationship.

☐ Bullying

Bullying is unwanted behaviour from a person or group that is offensive, intimidating, malicious or insulting, or behaviour that abuses or misuses power to undermine, humiliate, or cause physical or emotional harm to someone. Bullying is normally characterised by a pattern of behaviour, but a single incident could be considered as bullying behaviour.

☐ Discrimination

Discrimination means treating an individual unfairly because the individual has, or is perceived to have a protected characteristic, or because of their association with someone who has a protected characteristic.

Discrimination can be direct or indirect. Indirect discrimination can occur when the University has a policy or practice that applies to everyone but particularly disadvantages people who share a protected characteristic.

- Age
- Disability
- Gender reassignment
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Other

9. Provide details of what happened (optional).

Report with your contact details

Let us know what happened (optional)

We know this is hard, some of the things to think about are: when it happened, where and who did it, is this a one-off incident, have you sought support through other means for the incident you are reporting.

The more information you provide, the higher potential we have of providing better support to you and others and inform prevention work across the university. If you wish to be contacted regarding this report you can click select "complete report with contact details" and information already entered will be automatically copied over to the new report.

[   ]

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10. Select where the incident happened (required).

Report with your contact details

Where did the incident happen?

Please refer to the campus maps if required

- [ ] Central Area Kings Buildings campus
- [ ] Easter Bush Campus
- [ ] Edinburgh BioQuarter
- [ ] Holyrood (Moray House)
- [ ] In a bar, club or hospitality setting
- [ ] In your own home
- [ ] Lauriston (ECA)
- [ ] New College
- [ ] Old College and High School yards
- [ ] Online on a University platform
- [ ] Online on social media
- [ ] Peffermill
- [ ] Pollock Halls
- [ ] Public area such as street/park
- [ ] The King's Buildings
- [ ] University accommodation
- [x] Western General Hospital
- [ ] Other

11. Select where the person who experienced the incident works (required).

Report with your contact details

Where do you study/work? (required)

College of Arts, Humanities & Social Sciences ˅

College of Medicine & Veterinary Medicine ˅

College of Science & Engineering ˅

Corporate Services Group ˅

Information Services Group ˅

University Secretary's Group ˅

Other ˅

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12. Select the relationship to you of the person who did this to you or the person you are reporting on behalf of.
13. Confirm if the person holds any of the positions at the University of Edinburgh.

Report with your contact details

What is the relationship to you of the person who did this? Or what is the relationship of the person who did this to the person you are reporting on behalf of? (required)

○ Anonymous online

○ Ex-partner

○ Family member

○ Friend/acquaintance

○ Lecturer/tutor

○ Line manager

○ Member of the management team

○ Partner

○ Stranger

○ Student

○ Work colleague

○ Unknown

○ Other

Is this person (s) in any of the following positions in relation to the University of Edinburgh? (required)

○ Not associated with the University of Edinburgh

○ Staff

○ Student from another University

○ Student

○ Third party e.g. visitors, agency workers, honorary staff, external examiners, subsidiaries of the University of Edinburgh Group

○ Unknown

○ Other

‹ **Back**   **Continue**   ›

14. Complete the demographic information of the person who experienced the incident (optional).

Report with your contact details

We use this information for data collection. It is completely anonymised and optional.

These questions help the university to understand what is happening across our community. This data is essential in preventing similar incidents from re-occurring and provides the basis for our support provision.

How old is the person who experienced this incident? (optional)

- ○ Aged 15 years and under
- ○ Aged 16 to 24 years
- ○ Aged 25 to 34 years
- ○ Aged 35 to 44 years
- ○ Aged 45 to 54 years
- ○ Aged 55 to 64 years
- ○ Aged 65 to 74 years
- ○ Aged 75 years and over
- ○ Prefer not to say
- ○ I don't know

How does the person who experienced this incident identify? (optional)

- ○ Man
- ○ Woman
- ○ Non-binary
- ○ Self decribed
- ○ Prefer not to say
- ○ Don't know

Does the person who experienced this incident identify as Trans or having a Trans history (optional)

- ○ Yes
- ○ No
- ○ Prefer not to say
- ○ Don't know

What is the ethnic group of the person who experienced this incident? (optional)

- ○ Arab
- ○ Asian - Bangladeshi or Bangladeshi British
- ○ Asian - Chinese or Chinese British
- ○ Asian - Indian or Indian British
- ○ Asian - Pakistani or Pakistani British
- ○ Any other Asian background
- ○ Black - African or African British
- ○ Black - Caribbean or Caribbean British
- ○ Any other Black background
- ○ Mixed or multiple ethnic groups - White or White British and Asian or Asian British
- ○ Mixed or multiple ethnic groups - White or White British and Black African or Black African British
- ○ Mixed or multiple ethnic groups - White or White British and Black Caribbean or Black Caribbean British
- ○ Any other Mixed or Multiple ethnic background
- ○ White - English, Welsh, Northern Irish or British
- ○ White - Gypsy or Traveller
- ○ White - Irish
- ○ White - Polish
- ○ White - Roma
- ○ White - Scottish
- ○ White - Showman / Showwoman
- ○ Any other White background
- ○ Not known
- ○ Prefer not to say

What is the sexual identity of the person who experienced this incident? (optional)

- ○ Bisexual
- ○ Gay or lesbian
- ○ Heterosexual or straight
- ○ Other sexual orientation
- ○ Prefer not to say
- ○ Don't know

If you think that this incident was motivated by hostility or prejudice, based on any of the following characteristics, please indicate which one(s)
– Select all that apply (optional)

- ☐ Age
- ☐ Disability
- ☐ Sex
- ☐ Marriage or civil partnership
- ☐ Pregnancy / maternity
- ☐ Race / ethnicity
- ☐ Religion / belief
- ☐ Sexual orientation
- ☐ Transgender status
- ☐ None
- ☐ Other

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15. Explain what would you like to happen as a result of your report.

Report with your contact details

Are you able to describe what you would like to happen from submitting this report? (required)

☐ Further support

☐ Have a conversation

☐ Raise a grievance

☐ Understand what is involved in raising a grievance

☐ Other

‹ Back   Continue ›

13. Review your responses before sending the report. You can edit your responses if required.

Report with your contact details

Thank you for taking the first step towards accessing support or making a report. We recognise how difficult this can be and we want to reassure you that we are here to provide support. You are welcome to download this report for your own records.

By submitting this form you agree to the use of your personal information by the University of Edinburgh for statistical purposes and to contact you to discuss your report. Full details of how we use and store your data are set out in our privacy policy.

If you would prefer not to provide this information and be contacted you can choose to submit the information anonymously instead. Information already entered will be copied over to the new report. Any information you provide anonymously will still be used to inform proactive and preventative work by the University.

PLEASE NOTE: This site is not designed to receive urgent reports. You will be contacted within 2 working days of submission of this report.
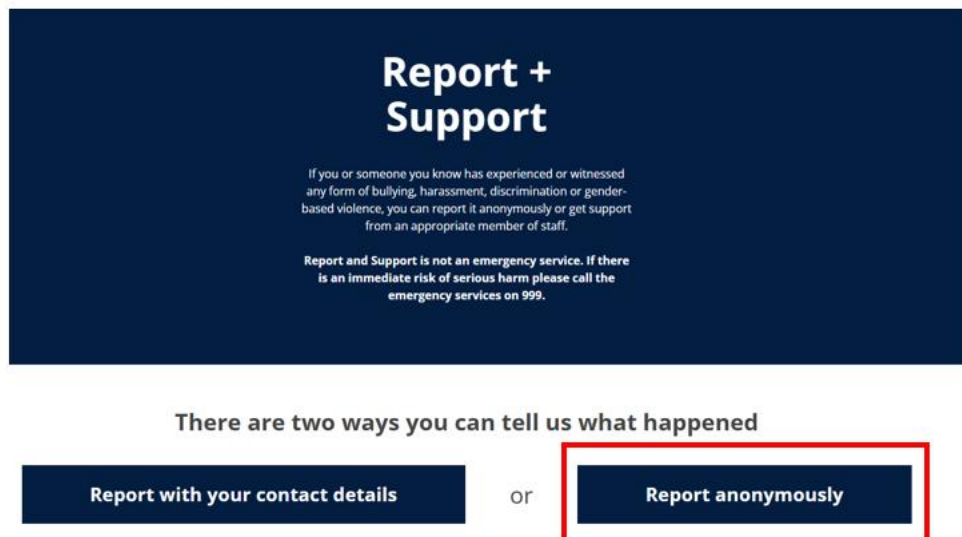
16. Press Send Report.

‹ Back   **Send report**

17. Download your report (optional).

Report anonymously

1. From the [Respect at Edinburgh](#) webpage click on Report + Support.
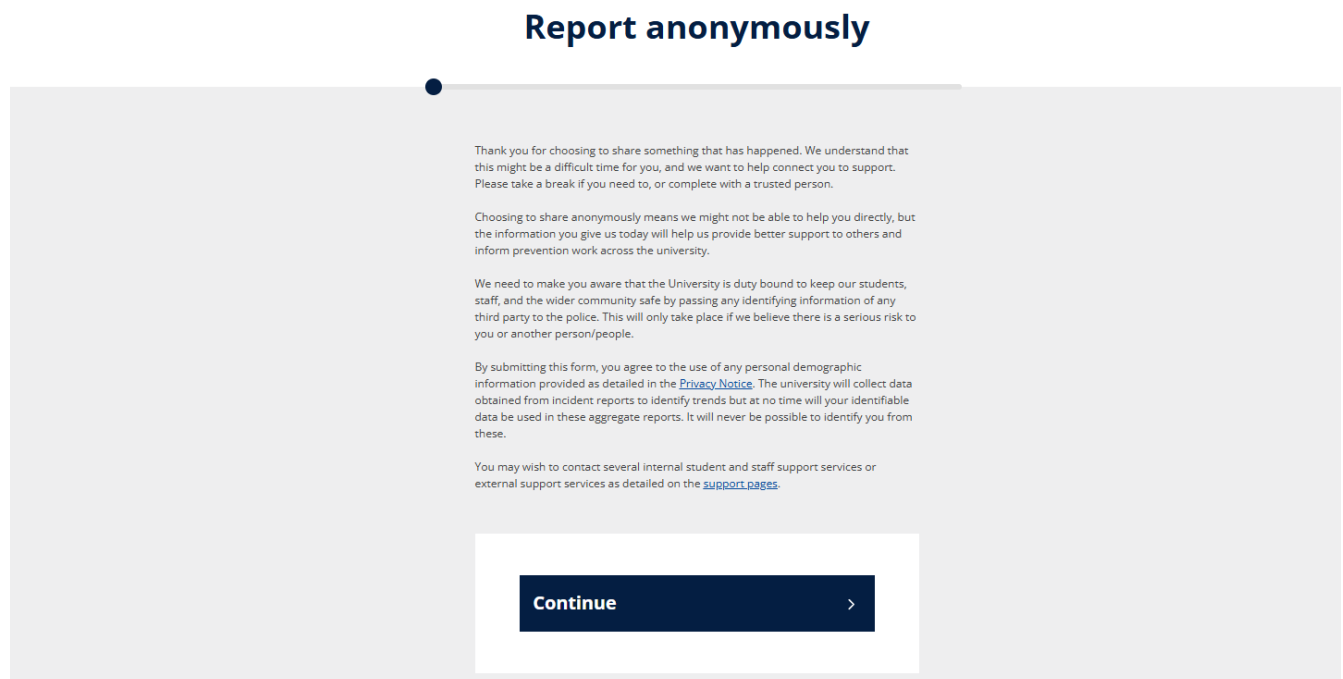
2. Click on the "Report anonymously" button.

3. Read information page.

4. Select if you are a student, member of staff or visitor (required).
5. Select who the incident happened to (required).

Report anonymously

I am (required)

○ A student

○ A member of staff

○ A visitor

This incident happened to (required)

○ Me (a student)

○ Me (a member of staff)

*Staff member includes third parties - agency workers, honorary staff, external examiners, subsidiaries of the University of Edinburgh Group or visitors (e.g. individuals who are not employed by the University of Edinburgh but are undertaking work activities within or on behalf of the University of Edinburgh) and relates to issues or incidents that have occurred in work or in a work-related situation.

○ A friend

○ A colleague

○ A student I am supporting as EST, I & AD use only

○ A student I am supporting as Student Adviser; Reslife; other Uni staff

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6. Select the type of incident (see the Report + Support - The University of Edinburgh webpage for information on definitions) (required).

Report anonymously

The definitions provided on this page may not be comprehensive and there is often overlap between definitions. You can also visit the support pages for information on definitions and the internal and external support services available.

I would describe what happened as

☐ **Abuse of Power**

An abuse of power is where someone uses their position of power, trust, or authority in an abusive or unacceptable way. It can take various forms and may include, but is not limited to manipulation, coercion, pressure to engage in workplace or research misconduct, bullying and harassment. Abuse of power may also occur in the context of a close personal or intimate relationship.

☑ **Bullying**

Bullying is unwanted behaviour from a person or group that is offensive, intimidating, malicious or insulting, or behaviour that abuses or misuses power to undermine, humiliate, or cause physical or emotional harm to someone. Bullying is normally characterised by a pattern of behaviour, but a single incident could be considered as bullying behaviour.

☐ **Discrimination**

Discrimination means treating an individual unfairly because the individual has, or is perceived to have a protected characteristic, or because of their association with someone who has a protected characteristic.

Discrimination can be direct or indirect. Indirect discrimination can occur when the University has a policy or practice that applies to everyone but particularly disadvantages people who share a protected characteristic.

7. Scroll to the bottom of the list to select continue.

This can be committed against a person or property. The victim does not have to define into any of these groups but the perception that they do must exist for it to be a hate crime with an element of hostility or prejudice motivating the perpetrator.

☐ **Sexual assault**

This includes acts such as rape, sexual assault, and any other coerced or non-consensual sexual activities, recent or non-recent.

☐ **Stalking**

If someone's behaviour is causing you fear, alarm, or distress, then this can be harassment and/or stalking. Such behaviour includes sending unwanted messages (emails, texts, social media DM's etc), monitoring on social media, following or loitering, or verbal abuse.

☐ None of the above

☐ Other

‹ **Back**   **Continue** ›

8. Provide details of what happened (optional).

Report anonymously

Let us know what happened (optional)

We know this is hard, some of the things to think about are: when it happened, where and who did it, is this a one-off incident, have you sought support through other means for the incident you are reporting.

The more information you provide, the higher potential we have of providing better support to you and others and inform prevention work across the university. If you wish to be contacted regarding this report you can click select "complete report with contact details " and information already entered will be automatically copied over to the new report.

< **Back**

Continue >

9. Select where the incident happened (required). You can click on the campus maps link if required. The map will open in a new window

Report anonymously

Where did the incident happen?

Please refer to the campus maps if required

- [ ] Central Area Kings Buildings campus
- [ ] Easter Bush Campus
- [ ] Edinburgh BioQuarter
- [ ] Holyrood (Moray House)
- [ ] In a bar, club or hospitality setting
- [ ] In your own home
- [ ] Lauriston (ECA)
- [ ] New College
- [ ] Old College and High School yards

10. Select the person who experienced the incident works (required).

Report anonymously

Where does the person that experienced this incident study/work? (required)

College of Arts, Humanities & Social Sciences ⌄

College of Medicine & Veterinary Medicine ⌄

College of Science & Engineering ⌄

Corporate Services Group ⌄

Information Services Group ⌄

University Secretary's Group ⌄

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18. Select the relationship to you of the person who did this to you or the person you are reporting on behalf of.

Report anonymously

What is the relationship to you of the person who did this? Or what is the relationship of the person who did this to the person you are reporting on behalf of?

○ Anonymous online

○ Ex-partner

○ Family member

○ Friend/acquaintance

◉ Lecturer/tutor

○ Line manager

○ Other

○ Other member of the management team

○ Partner

11. Scroll down and confirm if the person holds any of the positions at the University of Edinburgh.

Is this person (s) in any of the following positions in relation to the University of Edinburgh?

○ Not associated with the University of Edinburgh

○ Other

○ Other user e.g. visitors, agency workers, honorary staff, external examiners, subsidiaries of the University of Edinburgh Group

○ Staff

○ Student

○ Student from another University

○ Unknown

‹ **Back**   **Continue** ›

12. Select why you have reported anonymously (optional).

Report anonymously

Can you tell us why you've chosen to report anonymously today? (select all that apply)

- [ ] I don't know what to do
- [ ] I don't want anyone to know what happened
- [ ] I don't want to get anyone in trouble
- [ ] I feel embarrassed/ashamed
- [ ] I feel like they have more authority than me
- [ ] I'm concerned it might impact my future career/studies
- [ ] I'm worried about being called a trouble maker
- [ ] I'm worried about the repercussions for me or others
- [ ] I'm worried I won't be believed
- [ ] I've reported in the past and nothing happened
- [ ] I've reported it but no one took me seriously
- [ ] The person didn't want to tell you themselves
- [ ] I don't know
- [ ] Other

‹ Back   Continue ›

13. Complete the demographic information (optional).

Report anonymously

We use this information for data collection. It is completely anonymised and optional.

These questions help the university to understand what is happening across our community. This data is essential to help us to prevent similar incidents from happened and helps us to deliver effective support. what's going wrong and how to provide better support for people, make better decisions and give people the help they need. Providing this information can help us prevent future incidents.

How old is the person who experienced this incident? (optional)

- ◯ Aged 15 years and under
- ◯ Aged 16 to 24 years
- ◯ Aged 25 to 34 years
- ⦿ Aged 35 to 44 years
- ◯ Aged 45 to 54 years
- ◯ Aged 55 to 64 years

How does the person who experienced this incident identify? (optional)

- ◯ Man
- ◯ Woman
- ◯ Non-binary
- ◯ Self decribed
- ◯ Prefer not to say
- ◯ Don't know

Does the person who experienced this incident identify as Trans or having a Trans history (optional)

○ Yes

○ No

○ Prefer not to say

○ Don't know

What is the ethnic group of the person who experienced this incident? (optional)

○ Asian - Bangladeshi or Bangladeshi British

○ Asian - Chinese or Chinese British

○ Asian - Indian or Indian British

○ Asian - Pakistani or Pakistani British

○ Any other Asian background

○ Black - African or African British

○ Black - Caribbean or Caribbean British

○ Any other Black background

○ Mixed or multiple ethnic groups - White or White British and Asian or Asian British

○ Mixed or multiple ethnic groups - White or White British and Black African or Black African British

If you think that this incident was motivated by hostility or prejudice, based on any of the following characteristics, please indicate which one(s)
– Select all that apply (optional)

- ☐ Age
- ☐ Disability
- ☐ Sex
- ☐ Marriage or civil partnership
- ☐ Pregnancy / maternity
- ☐ Race / ethnicity
- ☐ Religion / belief
- ☐ Sexual orientation
- ☐ Transgender status
- ☐ Other
- ☐ None

14. Scroll down to the bottom of the page and select continue.

15. If you decide you wish to be contacted to discuss your responses, you will need to convert your anonymous report to a report with contact details. Please click on the relevant link shown below.

Report anonymously

Thank you for telling us about what happened. We know you may not wish to talk to us about your situation, but if this changes, you can talk in confidence with any of these support services ⤢.

By submitting an anonymous form, you will not receive any contact from the University regarding the report. If you would prefer to be contacted by a member of staff, please complete a report with contact details. Information already entered will be copied over to the new report. Any information you provide anonymously will still be used to inform proactive and preventative work by the University.

PLEASE NOTE: This site is not designed to receive urgent reports.

16. Review your responses before sending the report. You can edit your responses by clicking on Change (blue text) if required.

Review your answers before sending your report

This incident happened to
Me (a member of staff) Change

I would describe what happened as
Bullying Change

Let us know what happened
You did not answer this question Change

Where did the incident happen?
You did not answer this question Change

Where does the person that experienced this incident study/work?
Information Services Group
- IT Infrastructure

Change

What is the relationship to you of the person who did this? Or what is the relationship of the person who did this to the person you are reporting on behalf of?
Lecturer/tutor Change

Is this person (s) in any of the following positions in relation to the University of Edinburgh?
Staff Change

I am
A visitor Change

Can you tell us why you've chosen to report anonymously today?
I feel embarrassed/ashamed Change

How old is the person who experienced this incident?

17. Scroll down to the bottom of the page and press Send Report.

You did not answer this question Change

What is the ethnic group of the person who experienced this incident?
White - English, Welsh, Northern Irish or British Change

What is the sexual identity of the person who experienced this incident?
You did not answer this question Change

If you think that this incident was motivated by hostility or prejudice, based on any of the following characteristics, please indicate which one(s)
Sex Change

‹ **Back**   **Send report**

18. Download your report (optional).

Thank You

Thank you for submitting an anonymous report. We'll use this information to try and prevent similar incidents happening to anyone else in the university.

If you need direct urgent support please call 999 for emergency help. Alternatively, if you would prefer to be contacted by the support team, please email reportandsupport@ed.ac.uk

[Download your report]

Version History

Version	Date	Description	Approved By
0.1	N/A	Draft	WP1, R + S Delivery Group
1.0	01/10/2025	First Version for publication	ME/SB

Reviewers & Approvers

Further details of the Reviewers and Approvers of this document can be found by contacting HR Process Improvement. Please raise a Service Request using the category Continuous Improvement.