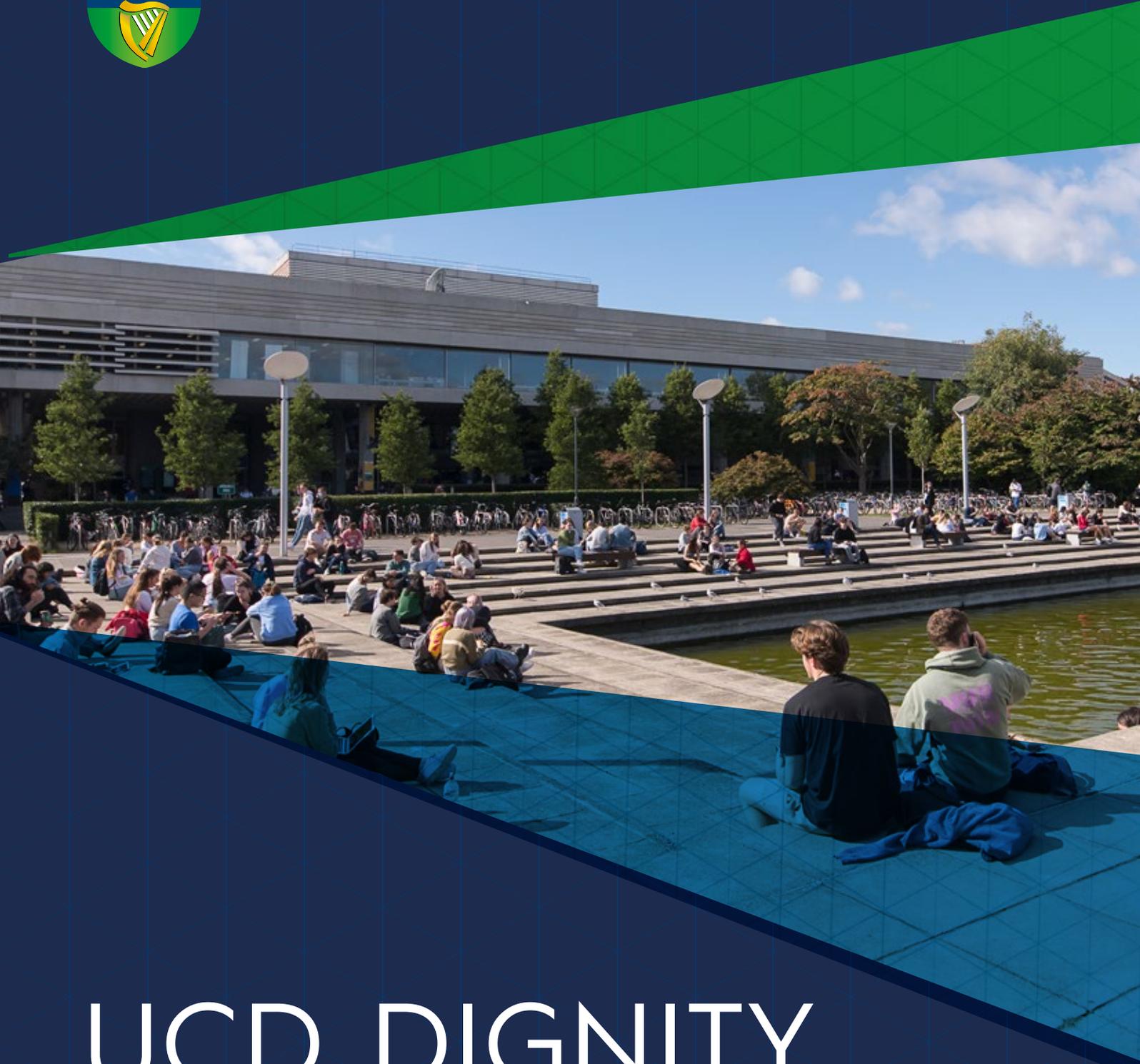




UCD equality, Diversity and Inclusion



UCD DIGNITY & RESPECT

ANNUAL REPORT
2021/22



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Foreword

I am pleased to present the first annual report dedicated to Dignity and Respect at UCD. Its publication marks an important milestone in the work the University is undertaking to build an inclusive and respectful culture at UCD.

In 2020, an extensive and wide-ranging review of the University's approaches to dignity and respect was completed. The Dignity and Respect Review Report (approved in May 2021 by the UMT and Governing Authority) saw the development of a new Bullying and Harassment Policy and the Sexual Misconduct Policy and the publication of a wide range of recommendations aimed at supporting cultural change.

An enormous amount of work has been undertaken during the last year to deliver on the recommendations of the review and this report highlights these activities and our progress to date. We now have the necessary structures and supports established to ensure that we are providing clear, accessible reporting routes, and robust complaints processes, and through the roll-out of a university-wide training programme, we will ensure all members of our community understand their responsibilities in relation to upholding dignity and respect.

I would like to thank those who have led and participated in the successful implementation of the recommendations. I would like to acknowledge the Dignity and Respect Project Team, Dignity and Respect Oversight Group and the UCD Ending Sexual Harassment in Third Level Education (ESHTE) Group.

While some of the information presented in this report may be challenging, it is hoped that its publication demonstrates UCD's commitment to transparency regarding dignity and respect. I encourage anyone who has experienced bullying, harassment, or sexual misconduct to contact the University's dedicated Dignity and Respect Support Service, where you will receive support and information regarding the options for reporting incidents.



Prof. Aoife Ahern
Chair, Dignity and Respect Oversight Group

2

Dignity and Respect Report Overview

2021/22



This report provides a holistic overview of dignity and respect in UCD where all details in relation to bullying, harassment and sexual misconduct are incorporated into a single report for the first time.

The report includes an update on the implementation of recommendations following the review of the Dignity and Respect policies as well as data in relation to formal complaints, disclosures to the Dignity and Respect Support Service and an analysis of the data from UCD's anonymous reporting tool.

A snapshot of the data included in this report has been provided in the infographic for the period 2021/22. The data across all aspects of dignity and respect is inter-related where common trends across the data can be identified as well as how various initiatives impact the data.



3

Dignity and Respect Policy Overview

Overview of Implementation of Recommendations



Following the publication of the Dignity and Respect Review report, an implementation plan was developed to ensure the key changes to the policies and the key recommendations from the review were implemented in a coherent and structured way and as part of a broad framework.

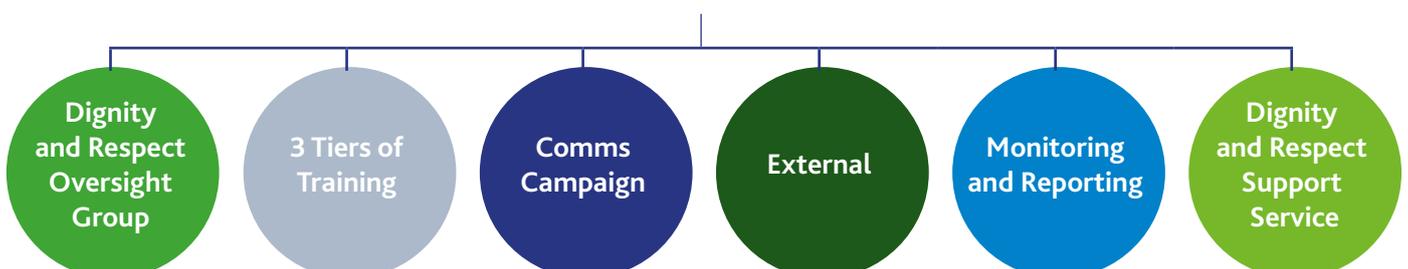
The implementation plan was managed in the structure of workstreams, administered by workstream leads and a dedicated Project Manager was appointed to support this work.

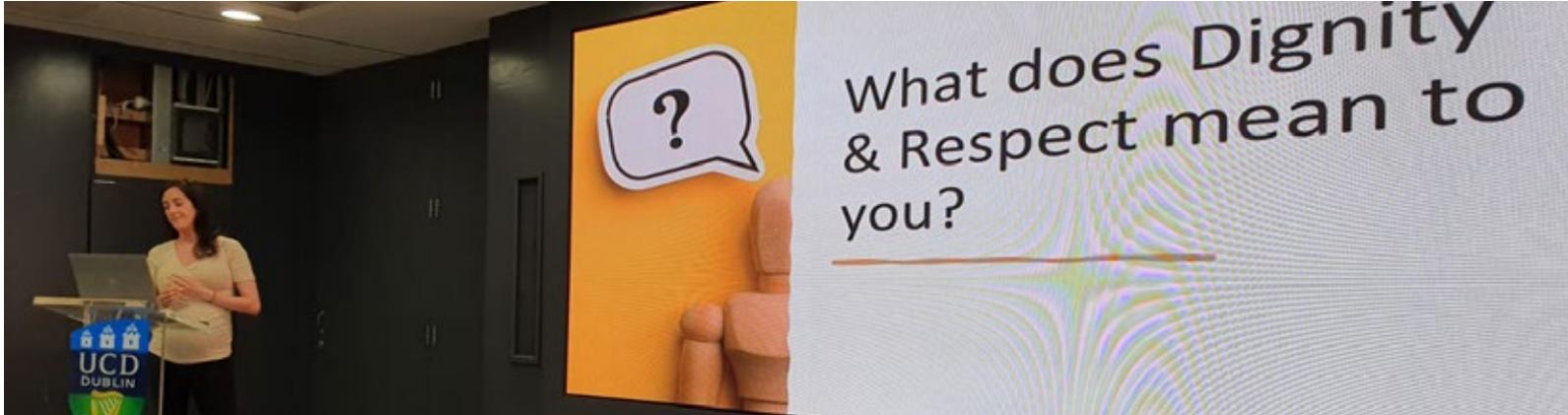
This implementation has now been completed and ongoing work has been mainstreamed into established normal structures and operations.

New Policies and Report published which included the following:

- Research into good practice elsewhere
- National Developments e.g. IUA Guidance for Universities on responding to alleged Sexual Misconduct, Ending Sexual Harassment and Violence in Third Level Education (ESHTE) Report
- Large scale internal and external consultation

Implementation: 6 Workstreams





3.1 Dignity and Respect Oversight Group

To create a transparent oversight process, the Dignity and Respect Oversight Group was established and is chaired by Professor Aoife Ahern, College Principal, Engineering and Architecture, and a member of the University Management Team (UMT). The membership includes diverse internal and external representation. The terms of reference can be found here. The primary role of the group during its first year has been to provide oversight and decision-making concerning key aspects of the implementation of the review's recommendations.

3.2 Dignity and Respect Support Service

A new Dignity and Respect Support Service opened its doors in November 2021 and is fully operational with three dedicated Dignity and Respect Support Advisers supporting members of the UCD Community. See Section 4 below.

3.3 Utilising External Expertise

Appropriate external involvement from outside UCD was introduced at each major stage of the Dignity & Respect procedure. An external member was appointed to the Preliminary Screening Panel to enhance trust and transparency in the screening process. External investigators were appointed for all formal investigations, whether they involve employees or students. External mediation is also offered, and for those who require support, in addition to the dedicated internal support available, external supports are also signposted.

Beyond our processes, the Dignity and Respect Oversight Group membership benefits from a representative from Dublin Rape Crisis Centre, National Women's Council and the Men's Development Network.

3.4 Training

As part of a comprehensive Dignity and Respect training strategy, a tiered training approach was developed, and an EDI Training and Awareness Raising Co-ordinator was appointed to support the development and roll-out of dignity and respect-related training programmes and

other EDI training commitments.

The initial focus (tier) was on the in-depth training for the dedicated Dignity and Respect Support Advisers and for the Dignity and Respect Support Colleagues which was provided by the Dublin Rape Crisis Centre. The next tier of training was a full-day, face-to-face training programme for People Managers and a half-day session for key signposted roles¹. The training is being delivered by Andrea Adams Consultancy, an externally procured, experienced Dignity and Respect training provider. Following the design and consultation phases, the training was launched in June 2022, focussing on key skills such as early resolution, and receiving a disclosure. There have been over 100 attendees at People Manager sessions between June and the end of August, including a dedicated UMT session and pilot sessions. The feedback to date has been positive, and take-up continues to be monitored and reported. This training will be available on an ongoing basis to ensure all existing and incoming people managers are equipped with the necessary skills to support employees who make disclosures.

The final tier, online training has also been developed for the UCD community. The training is tailored for the different cohorts of employees and students with consistent messaging and definitions. Bystander training has been delivered as part of student orientation since 2020/21. This training has now been enhanced further and is titled 'Active Bystander: UCD says No to Bullying, Harassment and Sexual Misconduct' and will be rolled out to incoming first years as part of the Orientation Programme. This training will continue to roll-out to other student cohorts during 2022/2023, and will be part of future year's Orientation Programme.

The employee online training was developed as two parts, Part I 'Awareness Raising and Changing Behaviours', and Part II 'Supports, Options and How to be an Active Bystander'. It will be rolled out to all employees in September, in line with the new Academic Year. We will report on completion rates across the Colleges and Units throughout the academic year, and the training will be highlighted in employee orientation.

¹ Signposted roles are those roles which our Dignity and Respect policy and website directs employees and students to for support with Dignity and Respect issues. This includes HR Partners and Students Advisors.

UCD Dignity & Respect Support Service

Supporting those impacted by Bullying, Harassment or Sexual Misconduct

Drop in to L532, Level 5 UCD James Joyce Library Building or make an appointment

Email: respect@ucd.ie

Phone: 01 7167716

Web: UCD.ie/dignityandrespect



“UCD has taken a strong lead in ensuring that Higher Education Institutions are places that promote a zero-tolerance approach to bullying and harassment and sexual harassment and sexual misconduct.”

Minister for Further and Higher Education, Research, Innovation and Science, Mr. Simon Harris, 9 May 2022.

3.5 Communications

A communications strategy was developed to ensure that members of the UCD community are aware of the supports on offer and that UCD does not tolerate bullying, harassment or sexual misconduct.

Phase one of the communications strategy, the promotion of the Dignity and Respect Support Service to the UCD community, launched in November 2021 utilising a mixture of in-person and online channels, including the launch of a dedicated Dignity and Respect website. This activity will continue in the next academic year. This was supported by the official launch of the service in May 2022 by the Minister for Further and Higher Education, Research, Innovation and Science, Mr. Simon Harris T.D., which was attended by the Acting President and other members of the University Management Team.

Phase two of the communications strategy, supporting the culture change journey by raising awareness and changing behaviours, was initiated in Spring 2022. Following a selection process, Piquant, a design agency with experience in developing similar campaigns was selected. Extensive research, workshops and focus groups with UCD employees and students were undertaken. Piquant developed an overarching campaign framework that has been approved by the Dignity and Respect Oversight Group #NotInOurUCD. Key members of the UMT were briefed prior to the final artwork being developed for rollout in September 2022.

The campaign, as well as raising awareness of unacceptable behaviours, will point to the training modules being developed and encourage participation. The approach being taken provides an overarching campaign framework that can be focused on specific issues that are identified over time through data collection from those who engage with dignity and respect supports. Multiple channels will be utilised including social media, websites, posters and building banners and the campaign will be aimed at students, employees and others on campus.

3.6 Data and Reporting

Data recording and reporting are essential to enhance transparency about incidents of bullying, harassment and sexual misconduct at UCD. Work is underway to enhance data collection in relation to disclosures and formal complaints and has been detailed in Section 5.

Ending Sexual Violence and Harassment in Higher Education Institutions

Implementation Plan 2022-2024

Launch | 13 October 2022

HEA | AN
HIGHER



3.7 Other Key Activities

Dignity and Respect Assessments - Pilot Sectoral Initiative

UCD is leading the development of a Higher Education Authority (HEA)-funded initiative around a Dignity and Respect Assessment framework for the sector, in collaboration with the Irish Universities Association (IUA). A dignity and respect assessment is an audit of the culture in an area around bullying, harassment and sexual misconduct based on quantitative and qualitative data. It aims to provide an alternative means of addressing Bullying, Harassment and Sexual Misconduct issues in a College/School/Unit in the Irish third level sector.

This framework will be implemented by an independent external assessor, and analysis includes interviews, focus groups and survey data. The output from the analysis will be a thematic report and recommended actions for the area. An action plan will be developed by the College / School/ Unit based on the outputs of the dignity and respect assessment. Where an assessment is conducted, it creates a climate where individuals who are experiencing issues may feel more confident in coming forward.

This initiative will be carried out on a pilot basis in the first instance, UCD will project manage the pilot in collaboration with project partners the IUA and University College Cork.

Promoting discussion and targeting action at the local level

To raise awareness and promote discussion at the College level, a bespoke college dashboard has been developed and disseminated to College VPs EDI. Currently, periodic reports of data collated via Report and Support are issued through this dashboard and enable College EDI Committees and College Executive Committees to review and respond to the reports submitted by employees and students in their area. Similar reports are also being made available to VP areas/support units. The intention over time is to add further data to this dashboard so that College Executives/VP areas have a more holistic set of data such as formal complaints data and disclosures relating to their areas, maintaining confidentiality at all times.



National Framework on Ending Sexual Violence and Harassment in Higher Education

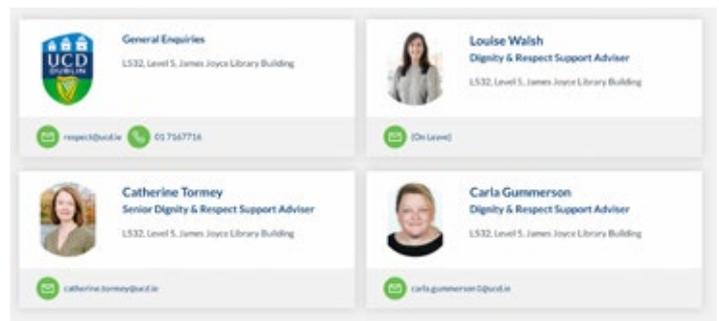
UCD continues to undertake actions that implement key aspects of the national framework for Ending Sexual Violence and Harassment in Irish Higher Education Institutions including the delivery of initiatives to further embed consent education for students and supporting national campaigns aimed at raising awareness. Following the successful delivery of a pilot initiative which saw consent workshops delivered as part of first year modules in the School of Nursing and Midwifery and the School of Law during 2021/22, it has been agreed that the workshop will be rolled-out in designated modules in each programme during 2022/23. Training was provided to academic staff and a number of postgraduate students who agreed to facilitate the sessions. It is anticipated that the workshops will eventually be mainstreamed.

In addition to the work being undertaken under the roll-out of training for employees and students and the #NotInOurUCD campaign the University is also actively supporting national campaigns such as the 'It Stops Now campaign' developed through the ESHTe project which is supported at UCD annually and IUA #Unmute Consent campaign.

4 Supports



Providing effective and timely support to students, employees and community members is a central element of the university's commitment to responding to incidents of bullying, harassment and sexual misconduct. There are a range of supports available to those impacted by such behaviour at UCD.



The Dignity and Respect Support Service and Dignity and Respect Support Colleagues are key specialist supports in this area and provide a space where individuals can disclose incidents and seek support and guidance. Having dedicated supports in place is essential to encourage individuals to come forward to report incidents, to provide clarity on the range of options for resolution and to ensure an appropriately high level of personal support is available.

4.1 UCD Dignity and Respect Support Service

About the Service

The UCD Dignity and Respect Support Service, is the first dedicated service of its kind in the Irish third level sector. The service has a complement of three full-time professional Dignity and Respect Support Advisers. For those reporting, the Dignity and Respect Support Adviser provides a listening ear, specialist information, and proactive support to progress informal resolution options where appropriate, information and guidance on the formal complaints process, accompaniment to official investigation meetings and aftercare as required. Support and guidance are also provided to those who have been reported and those who have witnessed such behaviour.

Employees and students can access the service by email, telephone, or in-person. From October 2022 those using the UCD Anonymous Reporting Tool will be provided with the option to select 'speak to an adviser' allowing support advisers to offer support directly.

Outreach

From 15th November to the end of the Autumn trimester (December 2021), the Dignity and Respect Support Advisers conducted the first phase of an outreach campaign that targeted staff and student leaders. Groups that received presentations included College and Unit Executives, All School Meetings, Programme Boards, Equality, Diversity & Inclusion and Teaching & Learning Committees and various administrative and professional fora. Student leader groups including the Students' Union, UCD Societies, UCD Sport and leaders in UCD Residences were also targeted in this first phase of outreach. In the Spring trimester (January to May 2022), outreach to staff and student leader groups was combined with a strong focus on outreach to the general student population. This included a roving information stand on the Belfield campus, in-person addresses in advance of core lectures, the establishment of satellite clinics and an online presence, both on Brightspace VLE and Social Media.

Embedding the service

The Dignity and Respect Support Service has been fully embedded in UCD Orientation 2022/23 from pre-orientation activities through orientation week and including extended orientation events. Training delivered by Dignity and Respect Support Advisers has been mainstreamed into existing training programmes for specific groups such as UCD Residents, Peer Mentors, Global Guides, invigilators and students engaging with internships or placements. Information on the Dignity and Respect Support Service will also be mainstreamed into staff inductions to continue the work of embedding the Dignity and Respect Support Service into the fabric of UCD.

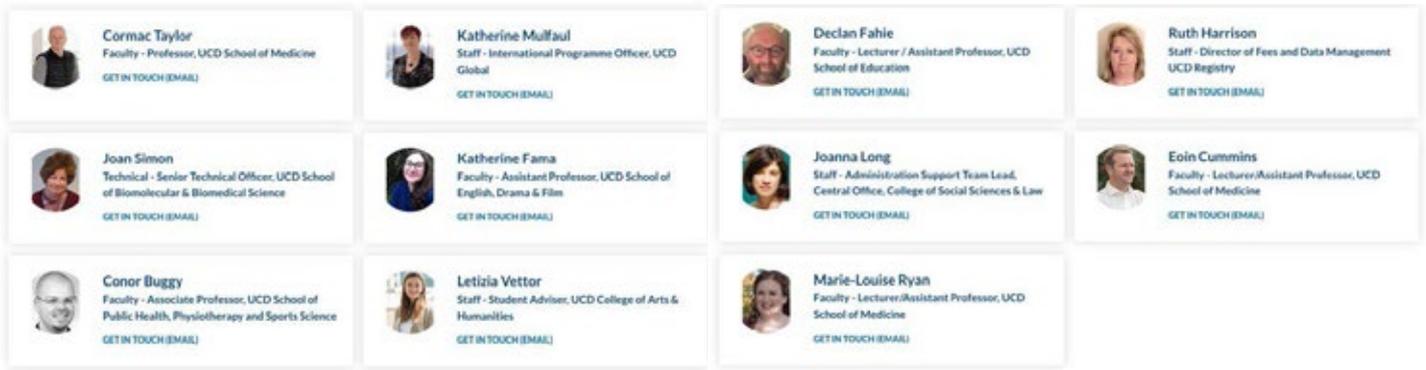
4.2 Dignity and Respect Support Colleagues

In addition to the support provided by the Dignity and Respect Support Service, the panel of Dignity and Respect Support Colleagues provides peer-to-peer support to employees. Panel members are employees of the university who have been appointed on a voluntary basis. They have received training and are available to provide a listening ear, non-directive advice, policy information and personal support to employees who feel they are impacted by difficulties of a bullying, harassment or sexual misconduct nature.

The Dignity and Respect Support Colleague works with the employee to help them determine if the issue is a dignity and respect issue, and directs them to relevant support as appropriate. The role of the Dignity and Respect Colleague is not to advocate for an individual but

instead, to listen and provide independent, unbiased, non-judgemental support and information about sources of help. In addition, Dignity and Respect Support Colleagues have an in-depth knowledge of the informal resolution options available and how to submit a formal complaint and can advise accordingly. They provide support for either the person reporting, the person being reported or any witness/bystander.

The Dignity and Respect Support Colleague panel is co-ordinated and supported by the UCD Dignity & Respect Support Service. In addition to providing personal support and guidance, the Dignity and Respect Support Colleagues also undertake activities to promote and raise awareness of the service they provide and that of the Dignity and Respect Support Service.



5

Disclosures, Anonymous Reports and Formal Complaints

Data collection, monitoring and reporting enhances transparency and helps the University to measure the impact of activities intended to raise awareness and to promote the supports available. This helps foster a culture where members of our community feel safe in coming forward to report incidents.

Data regarding formal complaints has been recorded for a number of years, and the University's anonymous reporting tool, UCD Report and Support was implemented in 2020. The Dignity and Respect Support Service collates disclosures data and a system is being developed to support this. A means of collating disclosures to other sources of support is also being explored to enable the University to provide to full data on disclosures. Together these data streams will provide the University with a holistic picture of the prevalence and nature of incidents occurring. It is expected that there will continue to be an increase in complaints, reports and disclosures as a result of the establishment and promotion of dedicated supports and increased awareness through the initiatives described above. The Dignity and Respect Oversight Group is establishing a Data subgroup to monitor and analyse this data on a continuous basis.

This section provides statistical data mainly relating to reported incidents and recorded disclosures from 1 September 2021 to 31 August 2022. All data presented is anonymised ensuring the confidentiality of all individuals who report incidents or seek support.

Information relating to the nature of the reported incidents is also included. The data presented has been drawn from three sources:

- Disclosures made to the Dignity and Respect Support Service
- Anonymous reports made through UCD Report and Support
- Formal complaints submitted under the Dignity and Respect Policies and Procedure.

5.1 Disclosures to the Dignity and Respect Support Service

Since the UCD Dignity & Respect Support Service (DRSS) opened in November 2021, 95 individuals have contacted the service for support, with a total number of 407 interactions logged overall. Of the 95 individuals, 90 individuals made a disclosure of a bullying, harassment, or sexual misconduct nature.

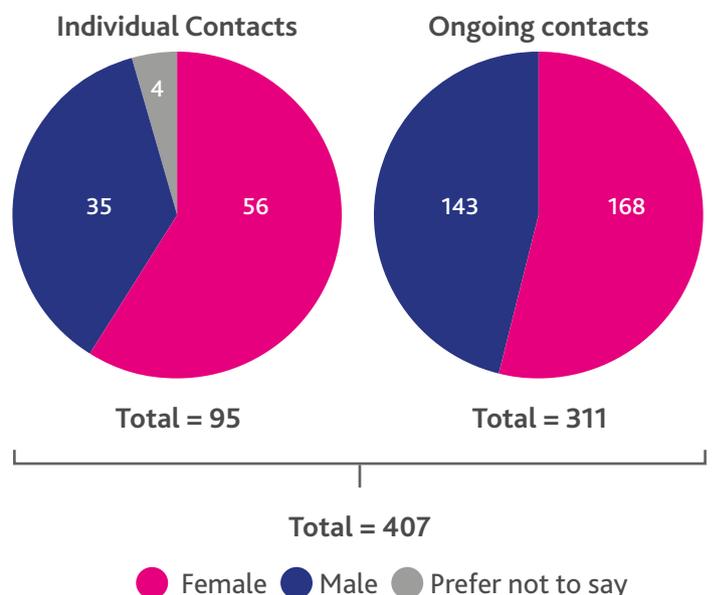


Figure 1. All reports (Nov 21-Aug 22) by Gender (Total # of interactions)
* Individual contacts = first contact with the service

The highest number of individuals contacted the service during March 2022 (Figure 2), and Q3 of the 2021/22 academic year had the highest number of contacts in comparison to all other reporting periods. This relative spike in the number of contacts coincided with a campus-based outreach campaign during the Spring trimester

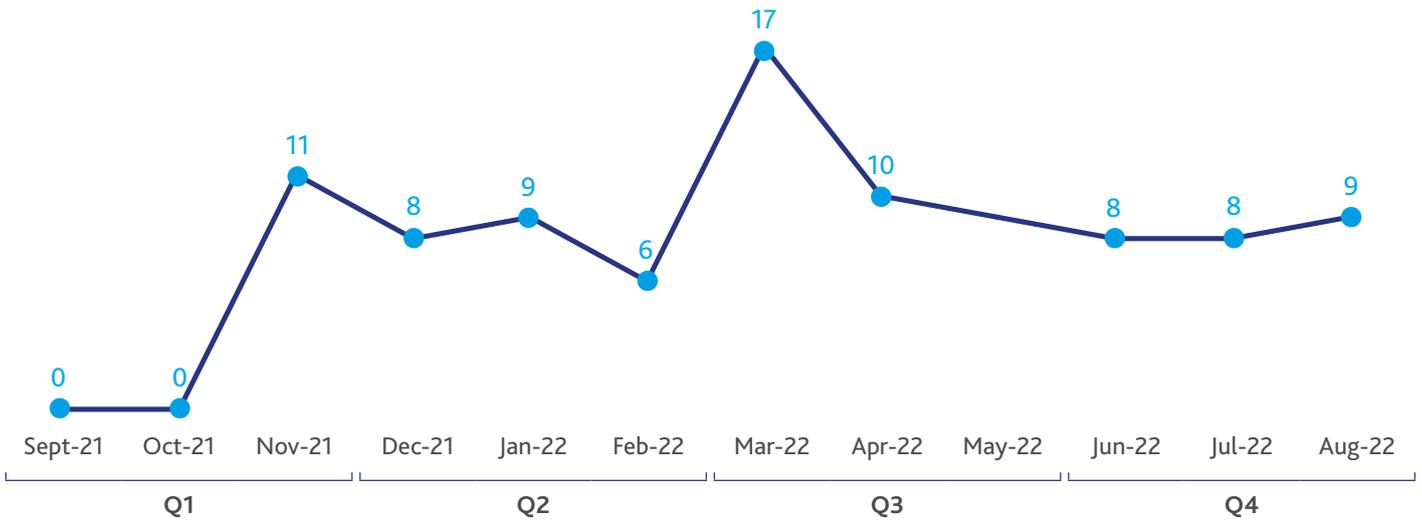


Figure 2: Reports made to the DRSS by month (September 2021-August 2022). *Service was launched in November 2021

5.1.1 Gender of those disclosing incidents and their connection to the University

The majority of those disclosing incidents are female (58%).

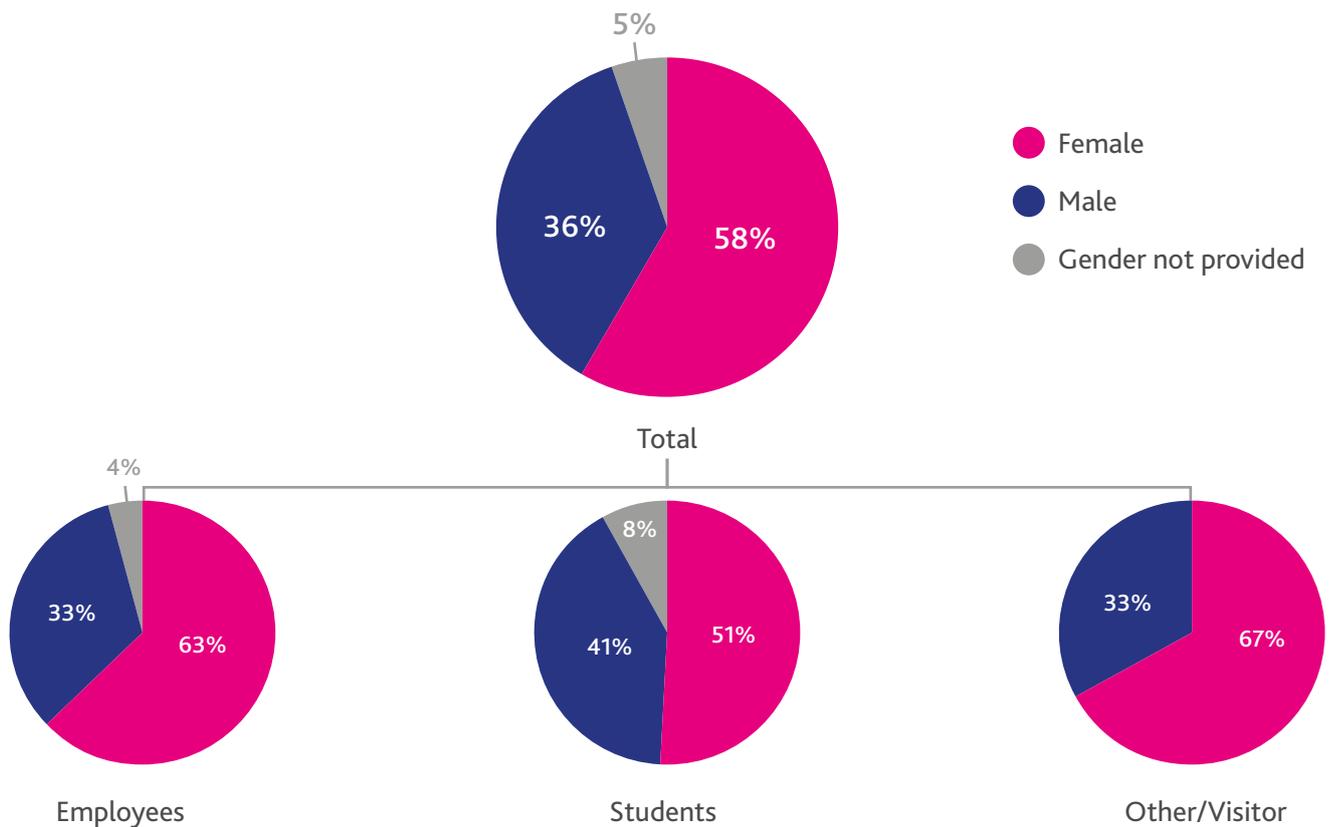


Figure 3: Gender and their connection to the University

5.1.2 Types of behaviour

As set out in Figure 4 below, the most reported behaviour type overall was bullying (69%), followed by sexual misconduct (21%) and then harassment (10%). Bullying was the most reported behaviour amongst employees (91%) and students (49%) followed by sexual misconduct (9% of employees compared to 30% of students).

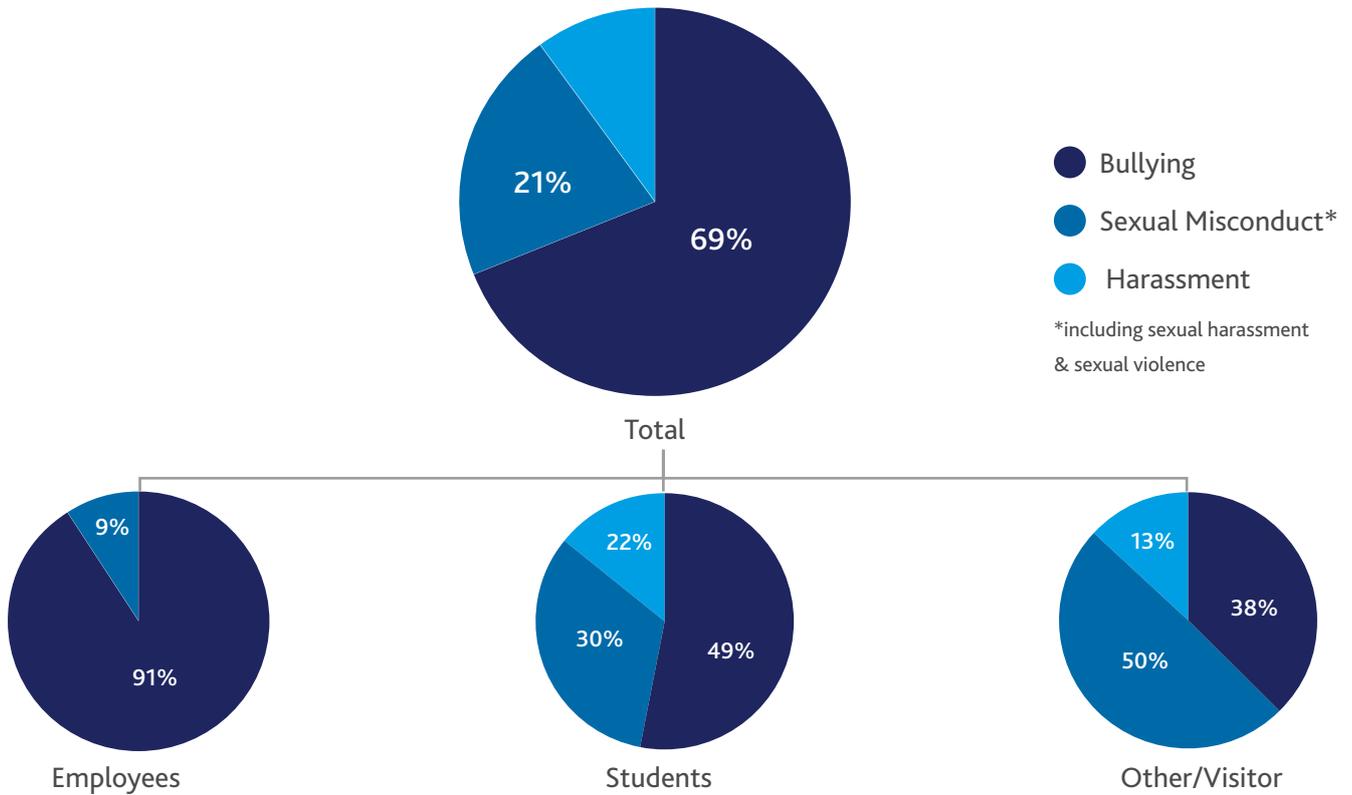


Figure 4: Types of query/behaviour of those reporting

5.1.3 When and where did incidents occur

The majority of the disclosed incidents were reported to have taken place within the last year. Just 12% of all reports are related to incidents that happened over a year ago.

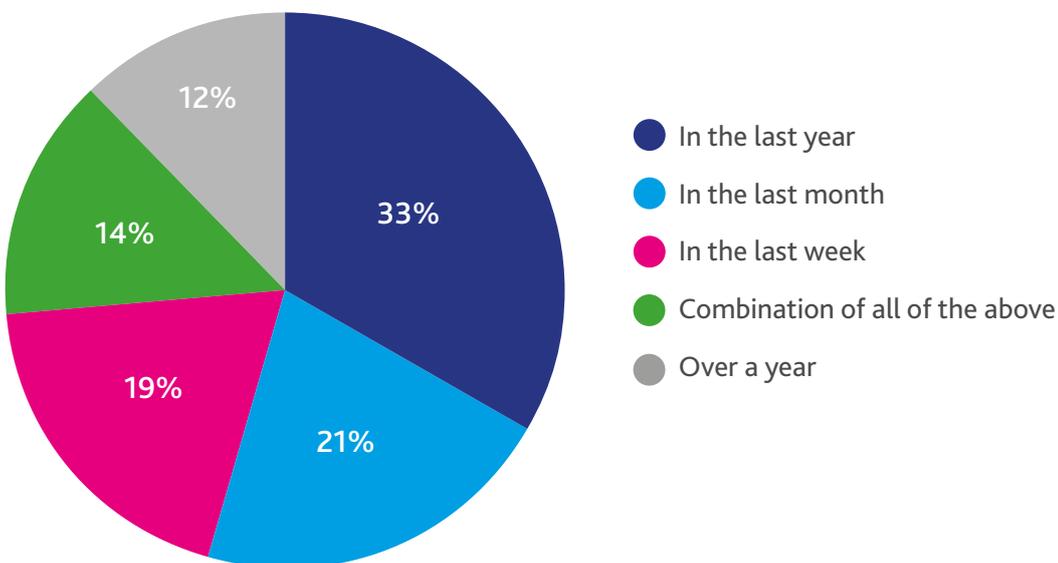


Figure 5: Breakdown of the timeline of when the reported incident(s) occurred

The majority of disclosed incidents took place on university property (74%). Students reported that the majority of incidents took place either on university property or at a university organised event.

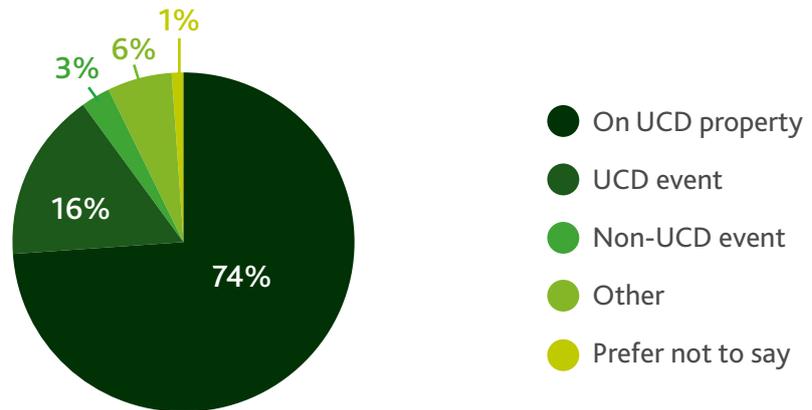


Figure 6: Breakdown of where incidents occurred by those reporting

5.1.4 Detailed Behaviour

Bullying

The most common types of bullying behaviour identified amongst employees were verbal (66%), followed by directly written bullying via email (34%). From those reporting bullying, data suggests that females report this behaviour twice as much as males (65% Female and 32% Male). Amongst students, 83% of those reporting bullying identified the behaviour as verbal.

Harassment

No employees reported incidents related to harassment across the 10 grounds of equality captured by the University, in comparison to 22% of students. Overall, no females reported harassment under any ground, in comparison to 6 males. Sexual orientation and race were the most common grounds reported under harassment.

Sexual misconduct

For employees, verbal sexual misconduct was the most common category reported (50%) whereas physical misconduct was the most common categorisation of sexual misconduct reported by students (64%). Amongst the total numbers of females (54) and males (32) reporting, 14 females reported incidents of sexual misconduct compared to 5 males.

66% **34%**

of bullying reported by employees was **verbal**
of bullying reported by employees was **via email**

22% **0%**

of **students** reported harassment*
of **employees** reported harassment*

*across the 10 grounds of equality captured by the University

50% **64%**

of sexual misconduct reported by **employees** was **verbal**.
of sexual misconduct reported by **students** was **physical**.



5.2 Anonymous Reports

For a variety of reasons, those who have experienced bullying, harassment or sexual misconduct may not wish to come forward or make formal complaints. UCD Report and Support was introduced by the University in 2020 to provide the opportunity for employees, students, and other members of the community to make the University aware of incidents of bullying, harassment and sexual misconduct that have been experienced or witnessed, without the need to disclose personal details. As well as providing insight into the prevalence and nature of incidents occurring at the University level, data collated by Report and Support was used to inform the development of the new dignity and respect policies and inform the content of the training programmes and the Dignity and Respect campaign due to be launched in September. UCD was the first Irish higher education institution to introduce such a reporting facility in Ireland when it was launched in January 2020. Data collected by the tool has been continuously monitored and published annually since. Previous reports are available at www.ucd.ie/equality/support/dignityrespect/reportandsupporttool.

As anonymous reporting data is higher than other data sets, such as formal complaints, more disaggregated data can be provided. Figure 7 shows the number of reports received by month during the reporting period. A relative spike in the number of reports received in October is noted and represents a similar pattern in 2020. This likely relates to the start of term and the student orientation activities such the Active Bystander Programme and other actions aimed at raising awareness of the University's Dignity and Respect policies. 65% of reports received in October were made by students. The lowest period of reporting coincides with Christmas closure period and during July and August months where there are many less students on campus. This is broadly consistent with reporting observed during 2020/21.

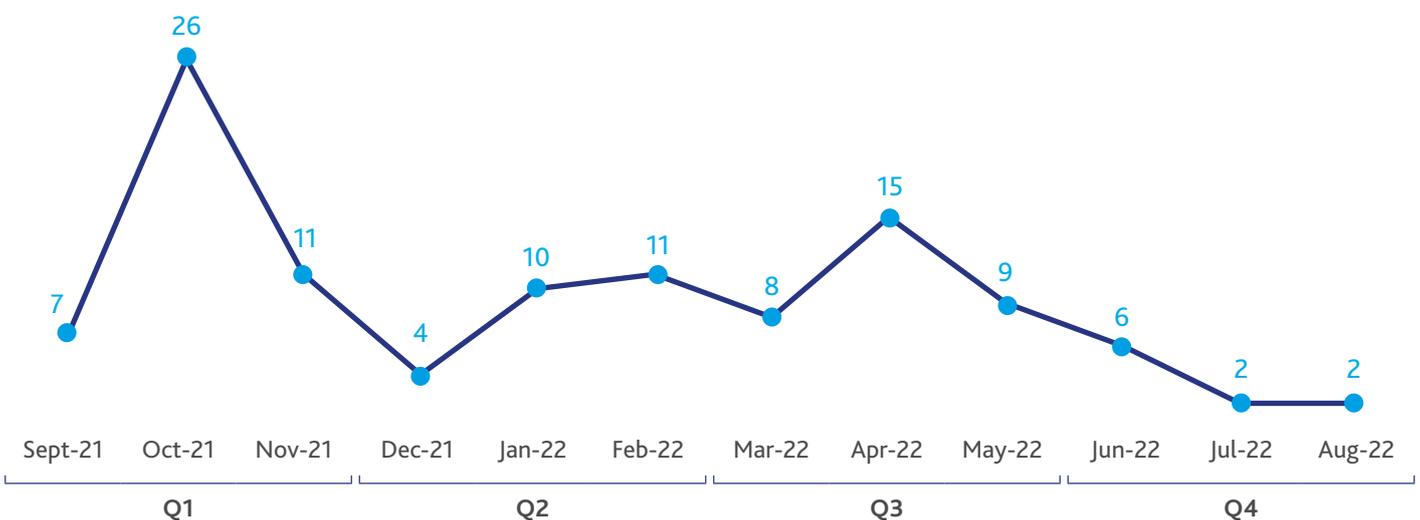


Figure 7: Reports made by month from 1 September 2021 to 31 August 2022.

5.2.1 Breakdown of categories of those reporting

The group reporting the most was students at 64%, while employees accounted for 31% of the reports received. 5% indicated their connection with the University by stating 'other'.

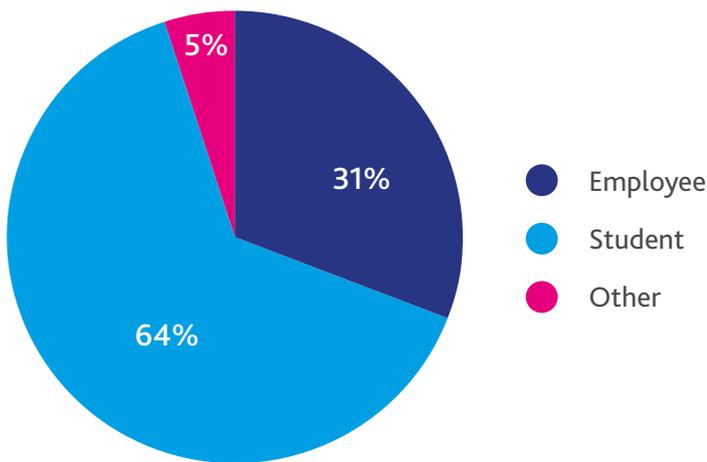


Figure 8: Number of reports by connection to the University of the reporting person.

Of 111 reports, 87 people reported about their own experiences. Figure 9 provides the gender breakdown of those who reported incidents they had experienced. The UCD Report and Support tool also facilitates reporting by bystanders, those who have witnessed incidents, or by those who wish to report on behalf of someone else. From the period of September 2021 to August 2022 24 reports were received by bystanders.

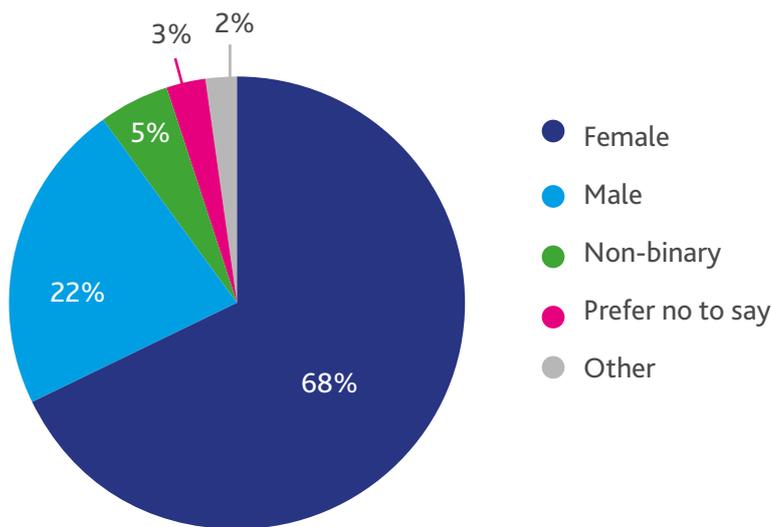


Figure 9: Gender breakdown of those reporting about their own experiences

5.2.2 Types of behaviour reported

Incidents may involve behaviour that spans the categories of bullying, harassment, and sexual misconduct, and therefore UCD Report and Support enables those reporting to select more than one category. Bullying, harassment and sexual misconduct were cited 139 times in 111 reports. Bullying continues to be the behaviour reported most frequently and accounted for 41% of the total number of reported categories. Sexual misconduct accounted for 27% and harassment 32%. Figure 10 presents the categories of behaviour reported by employees and students.

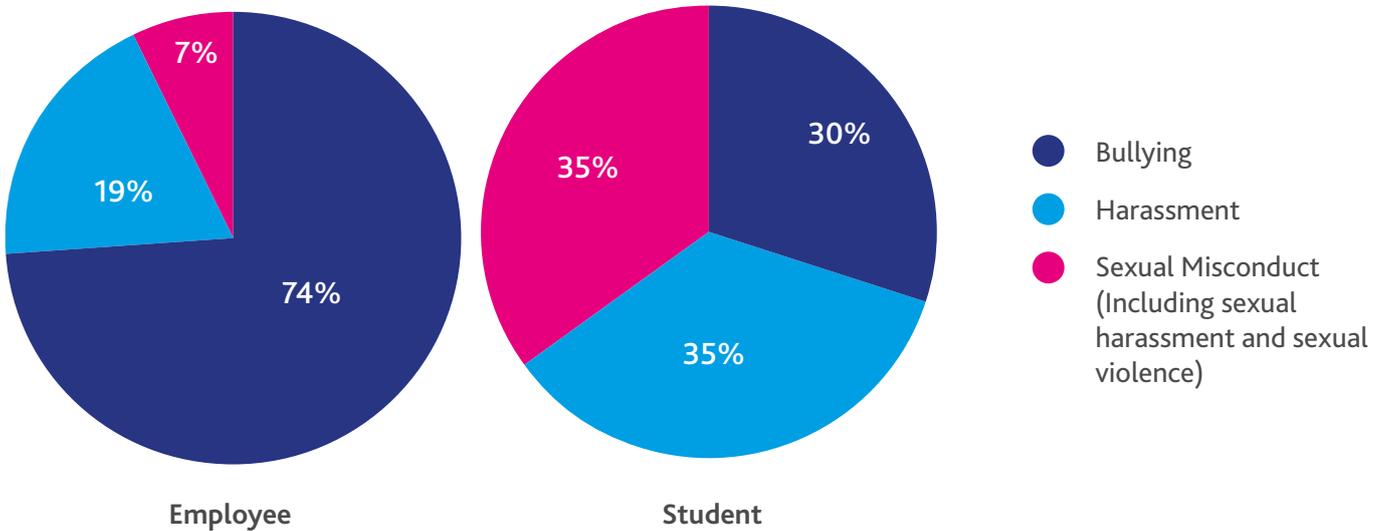


Figure 10: Breakdown of the the categories of behaviour reported by Employees and Students

Figure 11 shows the connection to the University of the person being reported.

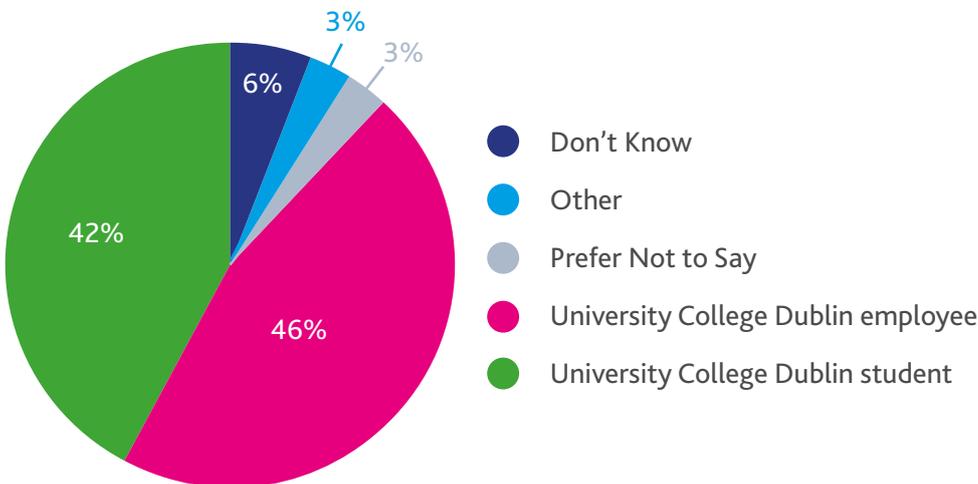


Figure 11: Connection to the University of the person whose behaviour is being reported.

Figure 12 shows Connection to the University of the reporting person and the person they are reporting.

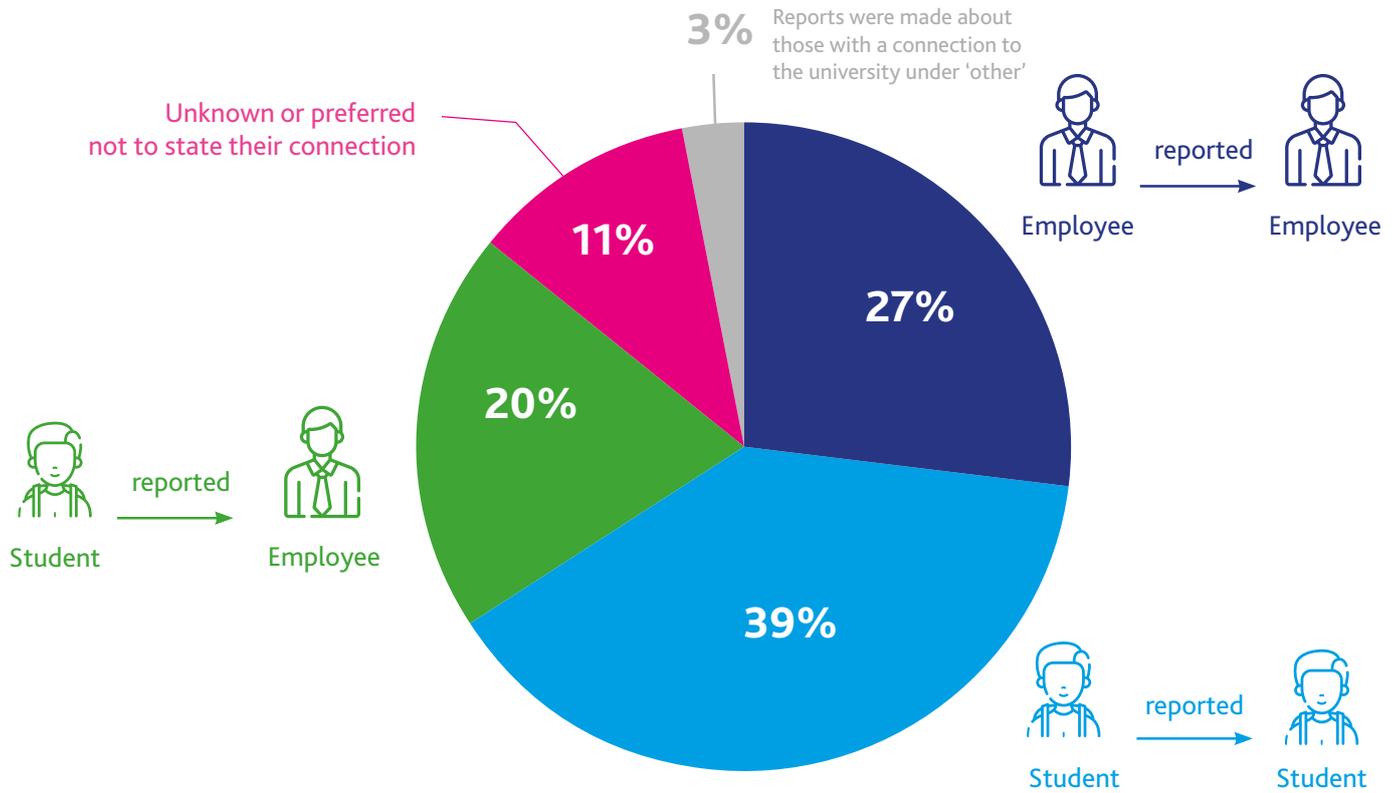


Figure 12: Connection to the University of the reporting person and the person they are reporting.

5.2.3 When and where incidents occurred

72% of reports stated that the incident(s) took place on university property which could be in a variety of settings. 28% of reports indicated that incidents had taken place in an 'office or work environment'. 17% of reports indicated that incidents had taken place in a 'classroom/study environment' and 15% of those reporting selected university property 'other'. Figure 13 shows the breakdown of when the reported incidents took place.

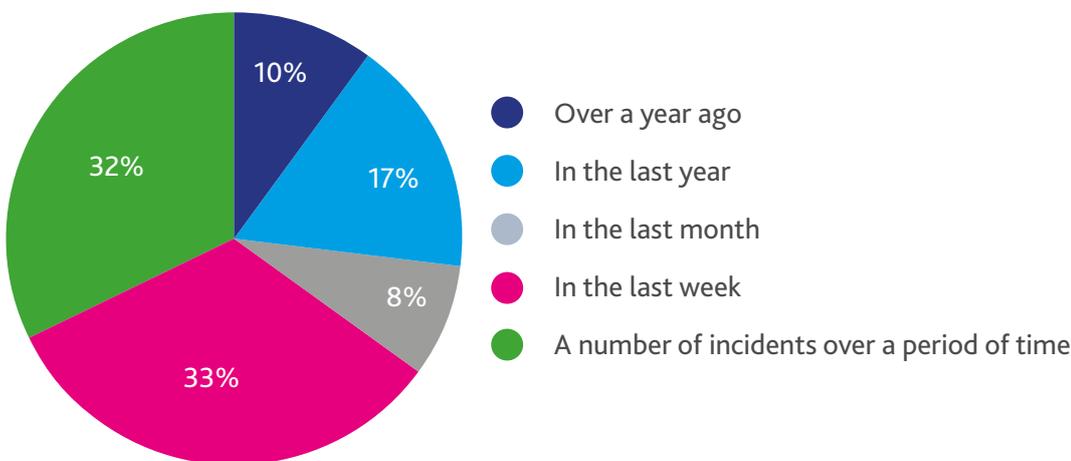


Figure 13: when the reported incidents took place.

5.2.4 Detailed Reported Behaviour

Those making reports through the UCD Report and Support Tool select from predetermined statements that they feel best describe their experience and may indicate more than one behaviour.

Bullying	Sexual Misconduct (including sexual harassment and sexual violence)	Harassment
<p>Bullying was the most reported behaviour by employees, with 23 incidents. The most selected descriptions of the behaviour included:</p> <ul style="list-style-type: none">• Misuse of power through means intended to undermine• Humiliate• Denigrate or injure the recipient• Blame for things beyond the person's control.	<p>Sexual misconduct was the most reported behaviour by students, with 26 incidents. 6 reports of sexual assault / coercive sexual intercourse were made.</p> <p>The most frequently reported behaviours included:</p> <ul style="list-style-type: none">• Kissed without consent• Whistling or making sexually suggestive gestures• Leering• Patting or pinching or brushing against another body.	<p>Those reporting incidents of harassment were asked if they felt that the behaviour related to aspects of their identity or status. Gender, Race and Sexual Orientation were the identities reported most. The most frequently reported behaviours included:</p> <ul style="list-style-type: none">• Cyber-harassment whether conducted on a personal device or company equipment• Intimidatory harassment – gestures• Posturing or threatening poses• Verbal harassment – jokes.

5.2.5 Reasons for reporting anonymously

As more reports are made over time, analysis of the reasons why people are choosing to report anonymously will guide the University in tailoring and targeting its awareness-raising activities to reassure and support students and employees in raising concerns. The most cited reasons for reporting anonymously included:

50%

I'm worried that the person causing the offence would retaliate.

36%

I have concerns it might affect my current/future career.

34%

I wanted to make the University aware of my experience without making a complaint.

5.2.6 Support Sought

A key aim of the UCD Report and Support tool is to ensure that those reporting are directed to the appropriate university and external support services. Those reporting can select more than one response to enable them to indicate if they have accessed different kinds of support.

68% of those reporting

indicated that they had already sought support

46% of those reporting

indicated that they had sought support from a friend or a family member.

31% of those reporting

indicated that they had not sought any support

45% of those reporting

indicated that they had not sought support but were now going to seek support

5.3 Formal Complaints

The following section provides data on Dignity and Respect formal complaints. This data has been collected consistently since the last review of the dignity and respect policies that took place in 2017. As the numbers are fewer than other dignity and respect related data that is collected, the data is presented at university level only to protect anonymity. It should also be noted that whilst formal complaints require the completion of a form, much of the content is free text to enable the complainant to describe the incidents that have occurred and the impact of the alleged behaviour. As a result, the data provided is not as granular as other data that is collected such as that of anonymous reports where they are made using a series of drop-down menu options.

However, formal complaints are tracked from the time of submission through to investigation stage so that there is transparency as to the outcome of complaints.

Figure 14 shows the number of complaints from 2017 to end August 2022. The data indicates that there is an upward trend in the number of formal complaints being made with the highest number of formal complaints in 2021 and 2022. This increase coincides with the dignity and respect review and new policy launches. An increase in data may allow for disaggregation of the data at College and Vice-President levels across all data sets allowing these areas to have a more holistic set of data relating to dignity and respect in the future.

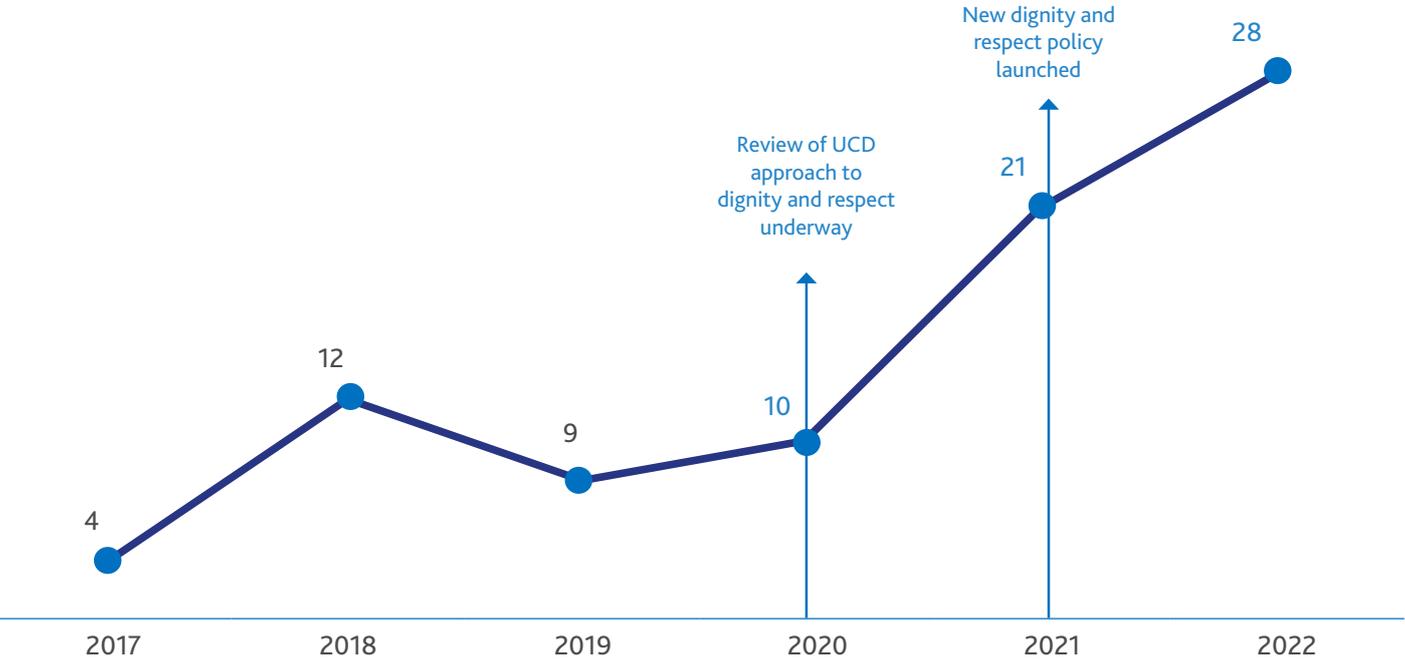


Figure 14: Formal Complaints trend over time (83 Formal Complaints in total since 2017 – end August 2022)

The following charts provides data for the academic year 2021 / 2022.

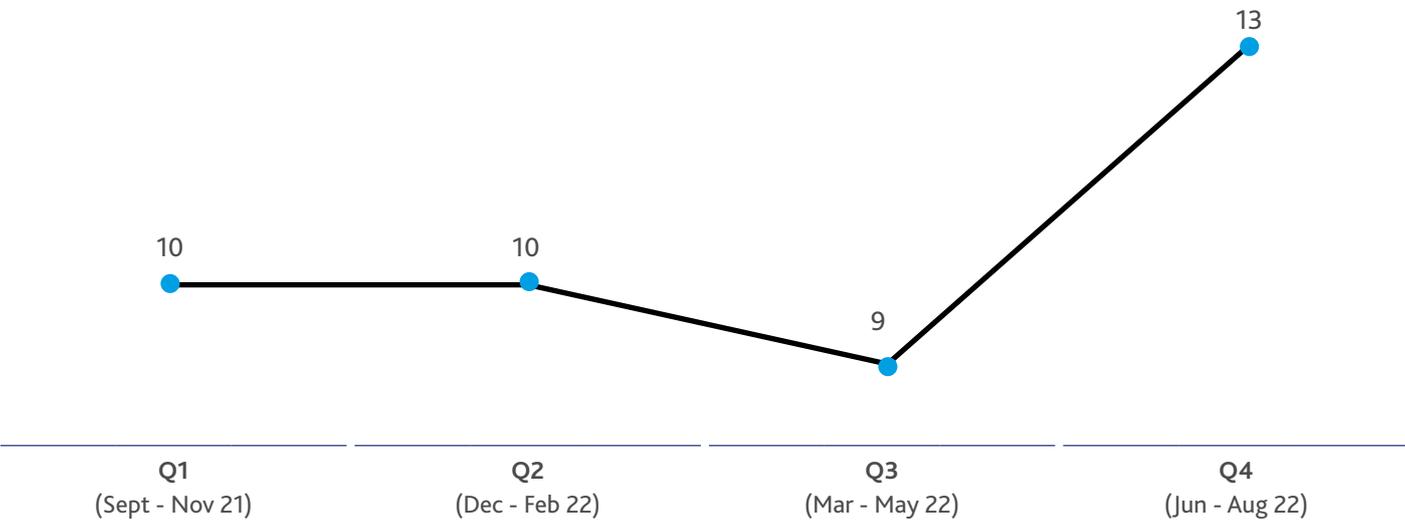


Figure 15: Number of formal complaints by Academic quarter 2021/22- 42 complaints in total

Just over half of those making formal complaints are male at 52%, however more female students (42%) have made complaints compared to male students (33%).

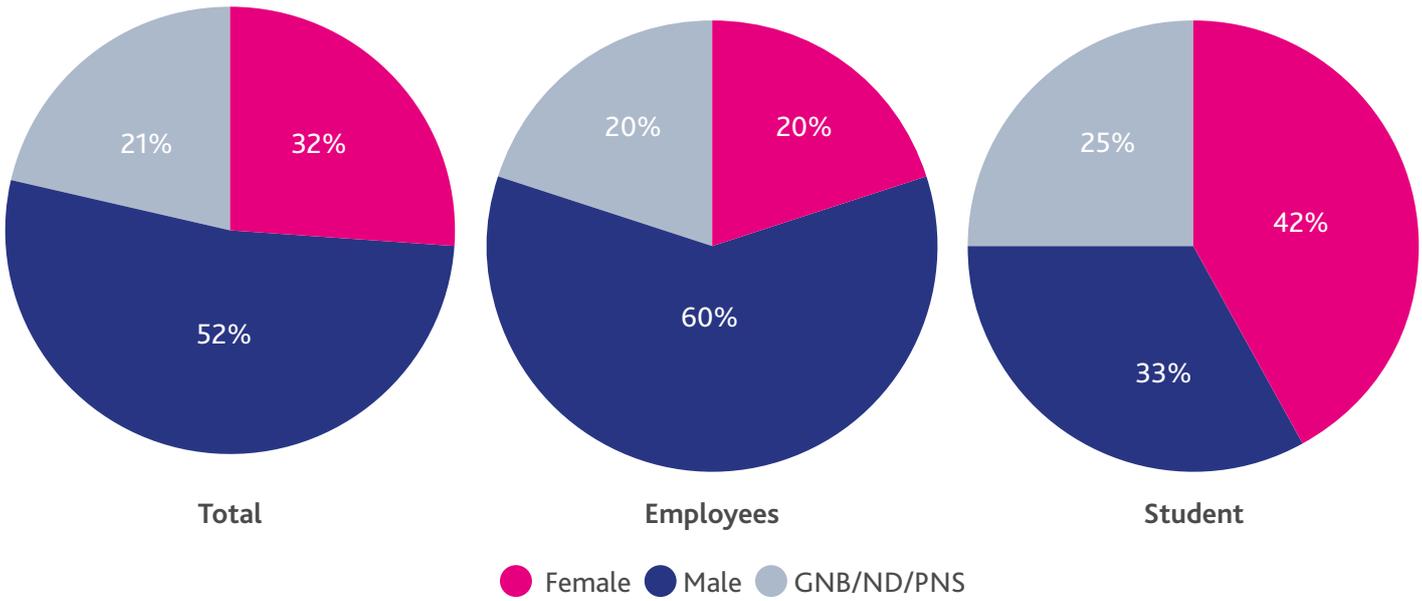


Figure 16: Breakdown of those reporting by gender and connection to the university (1st September 2021 – 31st August 2022)

Bullying is the highest reason for reporting at 43% as indicated in figure 17.

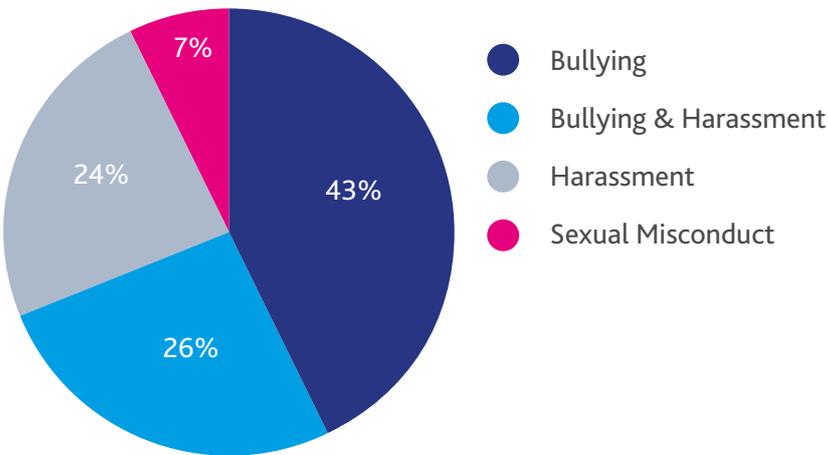


Figure 17. Breakdown of formal complaints by category of behaviour (1st September 2021 – 31st August 2022)

	Students	Employees	Non-UCD Employees or Students
Bullying	37%	70%	0%
Bullying & Harassment	27%	20%	50%
Harassment	27%	10%	50%
Sexual Misconduct	10%	0%	0%

Table 1: Percentage split of nature of the formal complaint by the complainant (1st September – 31st August 2022)

Students identified gender as the main equality ground for complaints of harassment while employees listed gender, race/ethnicity and socio-economic status.



Formal Complaints Process

Once formal complaints are received, a screening panel (which includes an external member) meets to review the complaint. The purpose of this screening is to make a prima facie decision as to whether the alleged behaviour, which is the subject of the complaint, falls within the definition of bullying, harassment and/or sexual misconduct and the scope as outlined in Bullying and Harassment policy and Sexual Misconduct policy. The role of the Screening Panel is not to carry out an investigation or make a finding as to whether or not the alleged behaviour occurred. If a complaint is not within scope of the Dignity and Respect policies, the screening panel will outline the reasons for their decision in writing and recommend an alternative appropriate University policy or procedure, if relevant. It is essential that a complaint is investigated under the relevant process as otherwise the complaint could be challenged at a future date leading to a breakdown of the process.

The Screening Panel can also make recommendations in relation to the consideration of informal options where appropriate in line with the Bullying and Harassment policy and WRC Code of Practice on Bullying 2021. As indicated in Table 7 below, of 41 formal complaints that went forward to the screening panel, 15 were deemed to fall within the scope of the dignity and respect policies with the request for a further 5 to be re-submitted in order for the panel to be in a position to review them.

Of the 15 complaints that were screened in, 2 of these decided to proceed with an informal option for resolution (mediation) on recommendation by the Screening Panel. Mediation is a voluntary and informal resolution option that individuals may agree to participate in which can help to resolve issues early on, in a relatively speedy manner and preserve the professional relationship between individuals. Mediation is provided by an external organisation independent of UCD and discussions are confidential to the individuals. If mediation does not lead to a resolution, the individuals still have the right to proceed with the formal investigation process.

As per Figure 15, 13 complaints went forward for investigation which is carried out by an external investigator - 8 of these are ongoing whilst 3 were upheld/partially upheld and 2 were not upheld. Complaints that are upheld (where a finding is made against the respondent), are then referred to a different process i.e. a disciplinary hearing. This data is not currently captured as it is part of a different process, however the Data sub-group to be established will consider this issues and make recommendations in order to enhance transparency around the outcomes of the formal dignity and respect process.

5.4 Observations on the data

There is evidence of a general upward trend in the numbers of people reporting incidents anonymously and those choosing to make formal complaints, and while data relating to disclosures is being reported for the first time, the volume of contacts made with the new service is significant. Despite the increase in the numbers of formal complaints seen in recent years, the level is still relatively low, and in respect of sexual misconduct there may be significant underreporting. We know from the findings of the National Surveys of student and staff experiences of sexual harassment and violence that the rates of incident are higher than the UCD data indicates. As we continue to roll-out training and raise awareness, it is anticipated that the number of reports will grow in the short to medium term but over time the incidents occurring should reduce reflecting an evolved culture where bullying, harassment and sexual misconduct is not perpetrated or tolerated by members of our community.

Data collated during 2021/22 reveals that bullying is overall the predominant behaviour disclosed, reported and complained about. The roll-out of periodic reports to Colleges and Support units will facilitate analysis of the data to determine necessary actions and initiatives at a local level that will specifically address issues relating to bullying. It is noted that female students and employees made the most disclosures and anonymous reports during 2021/22. In terms of formal complaints male students and employees reported most. Further exploration of the data may be needed to identify any barriers that may be preventing females from making complaints.

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Formal Complaints made by 20 Complainants*

*Multiple complaints can be made by complainants, therefore the number of complaints is higher than the number of complainants.

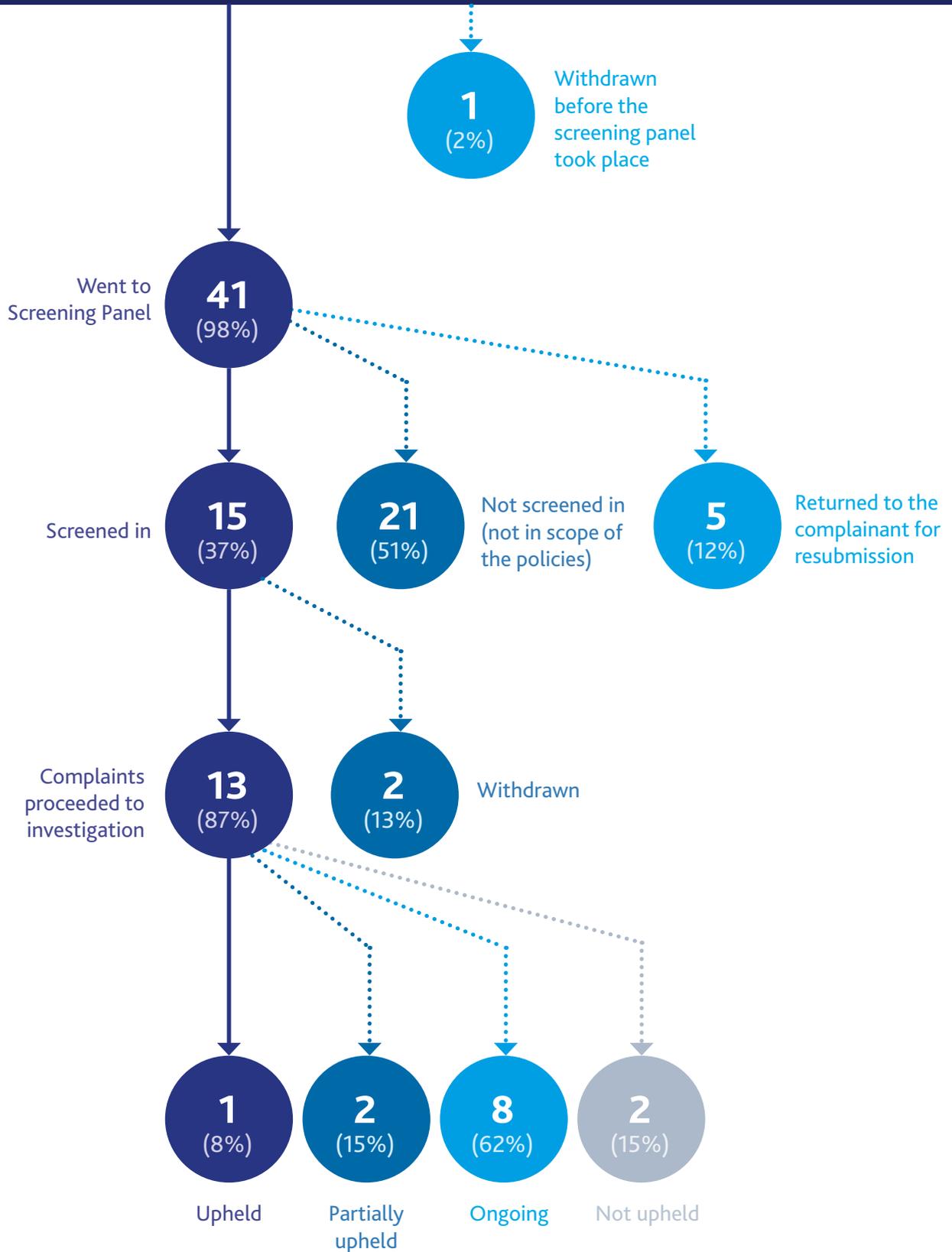


Figure 18: Tracking of Formal Complaints made (1st September 2021– 31st August 2022)

6

Summary



It is clear that there are a wide range of initiatives underway to support the building of an inclusive and respectful culture at UCD. As outlined in the report, these initiatives are broad ranging and complement each other from policy development to the provision of supports, training and awareness raising. The data collated to date indicates that these initiatives are having an impact, however, this will become more apparent as more data becomes available and these initiatives are fully embedded.

It is also important that the supporting framework is sufficiently flexible to address the gaps identified. Where data indicates that a particular focus or actions need to be taken to address a gap, the Dignity and Respect Oversight group will make these recommendations to UMT. This is an iterative process and will continue to adapt based on the data, feedback, national developments and best practice. We all have a role in contributing to a respectful culture which includes undergoing training available and ensuring that we carry out our studies and work in line with the principles of dignity and respect in UCD and raise awareness whenever we can.



UCD equality, Diversity and Inclusion

www.ucd.ie/equality