

External Complaints Procedure – Sexual Harassment

1. Purpose

- 1.1 Ravensbourne University London is dedicated to creating and maintaining a safe, welcoming, inclusive and diverse community which nurtures a healthy environment and a culture of mutual respect and consideration for all parties.
- 1.2 We aim to allow all members of the University community to thrive without fear of discrimination, victimisation, sexual harassment or related misconduct at Ravensbourne. The University strives to create a positive working culture in line with our [Ravensbourne Values and Staff Behavioural Framework](#).
- 1.3 The purpose of this **External Complaints Procedure** is to provide a clear and transparent framework to manage problems, complaints or concerns raised by external parties relating to Sexual Harassment.

2. Scope

- 2.1 This Procedure applies to all to all external parties, including contractors, associates, visitors and any other third party engaged to work or volunteer with the University, whether by direct contract with the organisation or otherwise and relates to issues or incidents that have occurred at work or in a work-related setting.
- 2.2 The provisions of this Procedure apply to external complaints only; complaints by employees will be addressed through the Staff Grievance Policy or other relevant policies and procedures.
- 2.3 The University retains the authority to alter, amend or replace the policy and procedure from time to time should it be appropriate or necessary to do so.

3. Procedure

- 3.1 External complaints may be raised by completing and submitting the University's [External Complaints Form -Sexual Harassment](#).
- 3.2 The content of the complaint will be considered by the University. Details of how the complaint will be managed will be for the University to determine.
- 3.3 The University will utilise established investigation mechanisms already in place should an investigation be deemed necessary.

3.4 The University will, where possible, provide details of the outcome and what (if any) further steps are to be taken.

4. Review

4.1 This procedure will be reviewed in line with the University's procedures, and in consideration of changes in legislation, best practice or other organisation policies which impact on its effectiveness.

People and Culture Department
1 November 2024
