

Investigation Process and Communicating Outcomes

This guide is here to help you understand what happens if you're involved in a report about serious misconduct. Whether you're making a report, are the person being reported, a witness, or supporting a friend, this guide explains what to expect and where to get help.

Who's Involved?

- **Reporting Student:** The person making the report.
- **Reported Student:** The person the report is about.
- **Witnesses:** Any person who has witnessed the alleged incident
- **Bystanders:** Anyone who was a bystander and willing to report on the alleged incident

Can I Get Support?

Yes. Our Student Support and Wellbeing Team offers confidential help to:

- Reporting students
- Reported students
- Witnesses
- Friends supporting someone involved

Help is available from our Health & Wellbeing Advisers on request. To access our Health and Wellbeing Support Team, please use our [referral form](#). We can also refer you to external support if needed.

Time Limits

Try to report concerns within **3 months**, this helps make investigation easier and clearer, but:

- We know it can take time
- Reports are **always considered**, even if made later.

What Happens After a Report?

The initial 'fact find' and gathering of information is conducted by the Quality Team, and then investigated by a Head of School. They will:

- Interview the reporting and reported students, as well as witnesses and bystanders (where appropriate)
- Collect evidence (screenshots, messages, emails, etc.)
- Talk to witnesses if needed

You can choose to meet **in person or via Teams**.

Do I Have to Talk to the Investigator?

Usually, yes. It helps make sure your side is fully understood.

However, if you'd rather only use your written report, that's okay too, however this needs to be factual and date/time stamp.

Witnesses

You can suggest people (students, staff, or others) who were witnesses to events/behaviours or who have their own observations of the events that occurred.

- Always ask them if they're okay with being contacted, in writing.
- No parties can contact the Investigator as they, or the Quality Team will initiate all contact and arrange meetings.

What Will Be Shared?

For fairness and equality, both the reporting and reported parties **must know** what's being said as part of the investigation, however not witnesses, bystanders or any other person. That includes:

- The names of people involved
- Evidence like messages or screenshots

Before anything is shared, you'll get to review your statement and ask for anything to be taken out and this applies to all parties involved within the investigation.

Will Someone Be Suspended?

Not automatically. This does depend on the nature of the investigation, and all investigations are approached restoratively where possible. The Investigator will work with the Quality Team and Registry to complete a risk assessment and will look at:

- Whether both students can continue safely
- If changes (like different class times, or modules) can help
- If appropriate and students consent, a referral into Student Support and Wellbeing

Suspension only happens if safety is at risk. It does **not** mean someone is guilty.

Disciplinary Panel Hearing

Should the Investigator feel the complaint is more serious and requires further review after investigation:

- All statements and evidence go to the Disciplinary Panel for review
- You can attend and speak, but don't have to

The panel decides if it's more likely than not that the behaviour happened (this is called "**balance of probabilities**"). On completion of this Disciplinary Panel, as with the 'When Will I Know the Outcome' section, students will be notified of the outcome within 10 working days following the Disciplinary Panel.

When Will I Know the Outcome?

The process usually takes up to 3 months, sometimes this can take up to 6 months, with more complex complaints/investigation. You'll be informed of the outcome within **10 working days**, upon completion of our investigation. There are 3 potential outcomes:

- Not Upheld – the complaint has been investigated, however the findings did not support the complaint.
- Partially upheld – some aspects of the complaint were found to be valid, others did not support the complaint
- Upheld – the complaint has been investigated and the findings did support the complaint.

Appeals

Only **reported students** can appeal if:

- They think the outcome was too harsh
- They have new evidence
- Something went wrong in the process

Reporting students can't appeal the outcome, but can make a complaint about how the process was handled.

Police Involvement

You can report to:

- The police
- The Conservatoire
- Or both

If police are involved, we'll pause our process until they finish. This prevents confusion and stress.

Anonymous Reports

Formal investigations **can't be anonymous**. The other student needs to know what they're responding to.

However, we have [anonymous reporting](#) for statistical purposes only. **No information is taken from this, it's used for capturing patterns and training needs.** We fully encourage students to use the formal complaints route as stipulated in our Complaints Policy and Process.

Supporting a Friend

Be there for them, and:

- Encourage them to speak to Student Support
- Keep things private, don't discuss it with others

Talking to Student Support and Wellbeing is always safe—they follow confidentiality rules.

Summary

- You're not alone—support is here
- The process is fair and respectful
- You'll always be told what to expect

If you have questions or feel overwhelmed, [reach out to Student Support and Wellbeing](#). We're here for you