

Supporting Documentation 3.4.3

Procedures for managing victim of domestic abuse: Students

The University of Surrey's staff members have a crucial role in enabling students experiencing domestic abuse to seek help

The role of the staff member is to:

- Identify staff experiencing difficulties which may be as a result of domestic violence through the use of an open door culture enabling students to disclose sensitive issues.
- Provide support in the first instance, including advice on the options available but also to recognise the limitation of their own role.
- Protect confidentiality, staff are responsible for ensuring information is not disclosed, however, there are instances when confidentiality can be broken, for example when there are concerns about children or vulnerable adults. If there are such concerns, contact your Domestic Abuse point of contact in the CWB, Security or local DA support service.

N/B It is important that you inform the individual that you will have to breach confidentiality

- Refer the individual to appropriate internal services such as the Centre for Wellbeing, Student's Union, and the Security team
- Inform the individual about appropriate external services, such as the Police or local Domestic Abuse Services
- Consider if there are safety issues for other staff and if adjustments need to be made, if in doubt seek advice from the Domestic Abuse point of contact in the Centre for Wellbeing or security team.
- Enable the affected student to remain productive and in studies during a difficult time in their personal life using the knowledge of the relevant policies such as Extenuating Circumstances.
- Understand the application of the Fitness to Study and Fitness to Practice processes for both victim and alleged perpetrator, if in doubt, contact the Student's Union, Office of Student Complaints and Appeals (OSCAR) or the Point of Contact in the Centre for Wellbeing

If, as a staff member, you are not comfortable with the information that has been shared with you and feel you need to discuss it further, inform the person of your concerns and who you wish to seek advice from.