**Wellbeing & Conduct Escalation**

1. **Overview**

The purpose of this document is to provide student group committee members with support on how or when wellbeing and conduct issues within their group may need to be escalated to the Students’ Union. It will help them understand their responsibilities as student leaders, and to know what support and guidance is available to them.

Committee members are offered training after being elected to help guide them through some of the difficult situations they may face. However, there will be times when the situation is beyond what is expected of a committee member and should be escalated to the Student Opportunities team.

1. **Code of Conduct**

All student groups should have a code of conduct. The template for this is provided by the Students’ Union and shared with each group’s Google account. Committees should review this document annually to determine if there needs to be any amendments to reflect their group-specific activity.

It is the responsibility of the committee to ensure that this code of conduct is kept up to date and shared with all group members, and to act if anyone within their group breaches it.

The document can be used by committees to ensure that their events are as safe and inclusive as possible. Where someone is displaying poor conduct, it allows the committee to take action in order to protect the safety of all their members and to uphold the standards and values expected at Royal Holloway and RHSU.

1. **Understanding SU support**

The Students’ Union, and in particular the Student Opportunities team are able to support in a number of ways:

1. Providing resources:
   1. On Freshdesk, there is a Wellbeing Secretary Resources section that provides information on how to signpost and have a conversation about mental health and mental wellbeing with members. There’s also guidance on making events as accessible and inclusive as possible.
   2. The Student Opportunities team also delivers Wellbeing Secretary, Mental Health Awareness, and Inclusivity & Diversity training, as well as a session on Community, Culture, and Conduct - all of which are available on Freshdesk.
2. Meetings can be arranged with the Student Opportunities team to discuss any issues and next steps. The team is able to help you map out conversations, put plans in place, and guide committees in the right direction. One of the SU Advisors can also be looped in for any conversations where wellbeing support may be required.
3. The team can also reach out to individuals to discuss what’s happening at the moment or arrange a meeting if it’s not possible for the committee to reach out themselves.
4. VP Societies & Sport, alongside the Student Opportunities team, can offer mediation sessions if there is a conflict between two parties. Where required, the Advice Centre is able to be present to support.
5. When a situation goes beyond the remit of the committee, the team is able to step in, get involved, refer to relevant teams within the University and support those involved.
6. The team can act as a sounding board or simply just listen when things get too much.
7. **Knowing when to escalate**

A difficult part of being a committee member is understanding when to escalate issues to the Students’ Union. Generally, for any issues a group may be facing, they are able to come and speak to the Student Opportunities team and find out what the best course of action may be, and whether the situation does need to be escalated further. Additionally, where there has been an issue, even if it was able to be dealt with internally, it is good to inform the VP Societies & Sport so they are aware in case anything happens later, or to identify any common themes that may need wider support.

This list outlines some of the examples of when escalation would be required:

1. Worried about someone’s safety or wellbeing
2. A committee member has spoken to the individual(s) in question and there has been no change or improvement in behaviour/conduct
3. The individual(s) has become reliant on you for wellbeing support
4. An individual(s) has broken the code of conduct
5. There is uncertainty about what the best next steps are, or how to deal with an issue that has been raised to you
6. The issue is beyond your remit as a committee member, as outlined in your constitution
7. You feel there is a threat to someone’s safety
8. You feel as though your own mental health is suffering

1. **Risk to safety**

On occasion, there may be a situation where members or the committee feel that there is a risk to safety as a result of a member’s actions. Therefore, in order to deal with this situation as fairly as possible, the below process should be followed:

1. As per the Student Group Code of Conduct, if the committee believes that the safety of an event or activity will be jeopardized by an individual attending an event, in the first instance they are able to refuse the individual access.
2. If the committee feels that the safety of the individual or other members will continue to be jeopardized if the individual attends any further events, they should reach out to VP Societies & Sport and the Student Opportunities team to set up a meeting to discuss the next steps.
   1. When reaching out, as much detail should be given as possible so the team can determine whether a member of the Advice Centre should attend the meeting to advise from a wellbeing perspective.
3. Following discussions, if the Student Opportunities team is in agreement with the student group that there is a safety risk, they will give permission to the group to ask that individual to refrain from attending any activity for the time being. This is not a permanent solution, and this must be made clear to everyone involved.
   1. Either the group themselves or VP Societies & Sports can email the individual, explaining the rationale behind the decision, providing contact details of the University Wellbeing team, and offering the opportunity to reach out to the Student Opportunities team if they would like to discuss further.
   2. Where there is a concern for the individual’s welfare, the Student Opportunities team will reach out to the Wellbeing Service or Advice Centre for them to offer support to the individual. The two teams should then work in collaboration to discuss what support can be put in place and assist them in the re-joining of the group’s activity.
   3. If this is in relation to a conduct issue, the Student Opportunities team should inform the SU President and advise the group of the next steps as outlined in [Byelaw L - Members’ Disciplinary Procedure.](https://www.su.rhul.ac.uk/pageassets/union/governance/constitution/RHSU-Byelaw-L.pdf) Where the situation has launched a membership investigation, it’ll be up to the SU President to determine the individual’s return to activity whilst the investigation is ongoing, as outlined in the byelaw.
4. Before the individual’s return to group activity, the committee should work with the Student Opportunities team to put together a plan on how to approach the situation going forward. Where required, input should be sought from the Wellbeing and/or Advice Centre team.