

# **Guide to Wellbeing and Mental Health Resources**

Cambridge University Women in Physics Society

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# 1 About this guide

Life in academia can be challenging, but many people and organisations are ready to support you. We've created a resource guide to map out different options for support, and different ways to report anything you find inappropriate. You can use this guide to help your peers if you notice they are struggling.

We are hoping to continue update and improve this guide, if you have suggestions, edits, or notice any broken or outdated links, please get in touch at [womeninphysics.cambridge@gmail.com](mailto:womeninphysics.cambridge@gmail.com)

Please note: while we have compiled this guide with care, we are not mental health professionals. The writer of this guide will also have biases due to their own experiences and condition of life. This guide is not a substitute for professional medical advice, diagnosis, or treatment.

## 2 Mental Health Emergencies

If you or someone you know is in immediate danger, please **call 999** or go to your nearest Accident and Emergency department.

If you are not in immediate danger but feel unable to keep yourself safe:

- During all hours:
  - Call **NHS 111** and **select 2** for urgent mental health support.
  - Call the **Samaritans (UK)** at **116 123** for free.
  - Seek assistance via your College's porters, whether by phone or in person.
- During working hours:
  - Contact your GP for an emergency appointment.
  - If you are a student, contact your college nurse, college tutor, or **Student Support Service** at **+44 (0)1223 332865**.

For further advice, [\*\*this page\*\*](#) provides information for students, and [\*\*this page\*\*](#) provides information for staff.

### 2.1 While you wait: Grounding Techniques

If you are feeling overwhelmed at the moment, these can help you gain a sense of control:

- **5-4-3-2-1:** Name 5 things you can see, 4 things you can touch, 3 things you can hear, 2 things you can smell, and 1 thing you can taste.
- **Breathing Exercises:** Focus on your breath. Slowly inhale for 4 counts, hold for 4, exhale for 6. Repeat.
- **Counting Backwards:** Count backwards from 100 by 3s or 7s.

Look at national Mind's [\*\*urgent help page\*\*](#) for more information on helping yourself in a crisis.

## 2.2 Supporting Someone Else

If you are concerned about someone else right now, here are some ways you can help:

- Stay with them if they are in crisis (or help them find someone who can).
- Listen without judgement. Avoid giving advice unless asked.
- Encourage them to seek professional help, help them find a **helpline** or professional.
- Help them remove means of harm (if appropriate), don't leave them alone if they're at risk of harming themselves.

Remember **you are helping just by being there**. It is okay to look after yourself too. For more information on how to support someone you are concerned about, please see [this page](#) from student support, [this page](#) from Mind, or [this page](#) from Cambridge University Hospitals.

### Support for Staff in Student-facing Roles

[This Page](#) provides information for staff in student-facing roles, including how to [refer a student](#) to the Mental Health Advice Service, and training materials.

### Be There Certificate

The [Be There Certificate](#) is a free, self-paced 2 hour learning experience designed to increase mental health literacy and provide you with the knowledge, skills, and confidence needed to safely support anyone who may be struggling with their mental health.

### Supporting Someone Who Has Experienced Sexual Violence

[Breaking the Silence](#) provides a [Guide on what to do and say](#) when supporting someone who has experienced sexual violence.

Human Resources also provides [Guidance on dealing with disclosures of sexual assault or sexual violence](#).

### 3 Recognising When You're Struggling

People who are struggling can manifest in different symptoms, this is not a complete list and does not serve as a diagnosis. If you feel like there is something wrong, please reach out to someone you trust or a professional, even if it doesn't fit the symptoms below. In the following we list a few common symptoms of concerns from [Samaritans](#), and the [NHS](#):

- Psychological symptoms:
  - Lack of energy or feeling tired all the time
  - Having no motivation or interest in things
  - Having low self-esteem or feeling worthless
  - Experiencing hopelessness or helplessness
  - Feeling constantly tearful, anxious, or worried
  - Difficulty managing your emotions, such as anger and irritability
  - Difficulty concentrating or making decisions
  - Not getting any enjoyment out of life
- Physical and social symptoms:
  - Avoiding contact with friends and taking part in less social activities
  - Changes in appetite or weight
  - Not wanting to do things you usually enjoy
  - Sleep problems, such as insomnia or sleeping too much
  - Finding it hard to cope with everyday things and tasks
  - Unexplained aches and pains
  - Increased use of drug or alcohol

If you are experiencing these symptoms for a prolonged period of time, or they are affecting your daily life, it is important to seek help. You can use the resources in this guide, or reach out to someone you trust. Here are some [practical ways to cope from Samaritan](#).

## 4 Departmental Resources

The Cavendish Laboratory has a number of resources including:

- The Ray Dolby Centre (RDC) has a **welfare room** that can be accessed via the reception, and a **pastoral care room** that can be accessed by either students or employees in crisis via either the **post-grad team** or **HR team** respectively.
- The **Graduate Student Consultative Committee (GSCC)** runs a range of student-led events and also represents postgraduate students' interests within the department. If you'd like to take part or get involved, you can find more information in the **departmental intranet**.
- To engage in informal discussions with the postgraduate community on any matters of interest to you, you can join the **Cavendish Grad Slack**.
- For staffs, a **wellbeing hub** can be accessed via logging into the departmental intranet. This includes staff wellbeing calendar, wellbeing survey results, and links to resources. The department is currently working on adding mental health first aiders and wellbeing champions to the network.

## 5 College Resources

The University provides documentation on the **role of College in student mental health**, and the **The educational provision of the Cambridge Colleges for undergraduate students**.

According to the above, colleges are committed to provide:

- A pastoral tutor / a dedicated pastoral team
- A key contact able to support students disclosing sexual or racial discrimination, harassment or violence
- A lead member of staff with a dedicated remit to support student wellbeing. This will vary between Colleges: some will have a team which may include a nurse, a chaplain and perhaps a Head of Wellbeing; others will have a single member of staff.
- The wellbeing staff/team are able to:
  - Offer timely access to one-to-one support for students seeking support for their wellbeing, or where staff have raised appropriate concerns about the student.
  - Carry out a professional assessment of the student's needs, including a basic assessment of their wellbeing and presenting distress or risk in the session
  - Signpost the student to additional support at the University or elsewhere.
  - Engage with the student's DoS, tutor and others as needed to support the student.

Another support system in the college is your **JCR or MCR**. Most committee will have a welfare officer, who is there to help you with any concerns you may have in a confidential manner.

A list of **College Equality Policies** can be found [here](#), a list of **BME college staff contacts** can be found [here](#), and a list of **College accessibility information** can be found [here](#).

Colleges are also a great place to find community outside of your programme, and a place for you to involve in a range of activities!



Figure 1: Pyramid of Support at Cambridge

## 6 University Resources

### 6.1 Wellbeing resources

#### Student Support Service

The university has a **Student Support Service** that provides a range of services to support students. Their wellbeing plan for 2022-2025 is presented [here](#). The website has a wealth of information connecting you to a range of physical and mental wellbeing resources, many also applicable for staff.

It also has a helpful guide on **ways to connect**, which includes a list of activities in Cambridge to meet and connect with others.

#### Senior Tutors

The **Senior Tutors' website** provides information to Senior Tutors and tutorial staff in supporting students through their studies. It includes information on **student welfare, mental health, physical health, safety & security**, and more.

## **University of Cambridge Staff Hub**

The **University of Cambridge Staff Hub** provides a range of resources for staff, including information on **Staff Support**, which provides links to different support services, networks, safety and wellbeing resources, and information on learning and development.

## 6.2 Mental health resources

### University Counselling Service

The University has counselling services for both **student** and **staff**.

- For students
  - Individual counselling is **not** available to students who are aboard, on intermission, or on a course that does not require College membership.
  - To access individual counselling, you will need to fill in a **request form**. You will then be contacted by a member of the counselling team within 10 working days to arrange an appointment, further information about the form is **provided here**.
  - The **Postgraduate Wellbeing Service** is available to all postgraduate students in the UK or abroad, whether your course requires College membership or not.
  - For both undergraduate and postgraduate students, in addition to individual counselling, the UCS also offers **groups and workshops**.
- For staff
  - The **Staff Counselling Centre** is available free of charge to all staff who hold a University contract of employment: academic, academic-related, assistant, research and technical.
  - Counselling can be arranged through the **online registration form**. The initial Consultation will take place within two weeks of your application. **More information here**.
  - If you are employed by a college, many colleges have agreement with the staff counselling centre to provide counselling service, providing a referral from your College Personnel Officer or College Nurse. For more information, see **this page**.

## 6.3 Disability resources

### Accessibility and Disability Resource Centre (ADRC)

The **Accessibility and Disability Resource Centre (ADRC)** provides confidential advice for current and prospective undergraduate and postgraduate students, and **Non-Matriculated Students**. They also provide **resources for staff working with students with disabilities**.

#### ADRC can help with:

- **Neurodiversity Screening Service** that can help you identify if you may have a neurodiverse condition such as ADHD, Specific Learning Difficulty (SpLD), or Autism. The screening does not provide a formal diagnosis.
- **Disability Student Allowance (DSA)** a grant for UK home students, and other **funding options** for both UK and international students with disabilities.
- **Support while you study** and **exam access arrangements** including extra time, rest breaks, use of a computer, and alternative formats.
- **One to one study skills support, mentoring** and other **human support**.

### Business Disability Forum

University of Cambridge is a member of **Business Disability Forum**, which provides a range of resources for disabled employees.

### Disabled Staff Network

The University has a **Disabled Staff Network** that provides information and support to staff, assists with the co-ordination of diversity events and helps the University to progress equality.

## 6.4 Equality and Diversity resources

### Equality and Diversity Office

The University equality page can be found [here](#). The ED&I section is a specialist advisory section that sits within the University's Human Resources (HR) Division and Unified Administrative Service (UAS). It is responsible for supporting equality and diversity policy development and implementation, and reports to the [Equality, Diversity & Inclusion Committee](#). It seeks to engage all University members in promoting a positive and fully inclusive environment, in line with the equality legal duties for the higher education sector.

The ED&I website has a [Public Sector Equality Duties & Protected Characteristics](#) page that provides information on the legal framework for equality in the UK, and the nine protected characteristics. It also has a designated [University Equality Champions](#) page that lists staff members who are champions for equality in their respective areas.

### Race Equality at Cambridge

The University's race equality page can be found [here](#). They have created a number of initiatives according to their [action plan](#), this includes:

- A [Race Equality Network](#), which aims to create a sense of belonging by providing a safe forum to network, socialise, share, question, challenge and receive support and advice in relation to race equality.
- [University Diversity Fund](#), which provides up to £1500 to staff and student-led activities.
- [Diverse recruitment guidelines](#) to assist appointment panels in attracting and recruiting diverse applicants.

A list of suggested readings can be found [here](#). Help and advice, and a list of external support organisation can be found [here](#). The University also has a [Racial and Religious Discrimination Adviser \(RRDA\)](#) that can provide specialist support for experiences of racial or religious discrimination or violence.

## **Black Advisory Hub**

The **Black Advisory Hub** has been established to help build a diverse and inclusive community for all students and staff members at the University of Cambridge, as part of institutional action to improve Black students' outcomes at Cambridge.

Their work include an annual induction for new students, the **George Bridgetower Essay Prize**, social programmes for Black students, Black postgraduate research symposium, and a **the seed-funding scheme** for Black-led projects and activities. They also provide paid opportunities for students to contribute to research and development projects, find out more [here](#).

## **LGBT+ Network**

The University has a **LGBT+ Network** that provides information, advice, and support to staff, and acts as a forum for consultation between staff and the University's governing bodies. It also has a mentoring scheme, more can be find out on [their website](#).

There is also a **guide on gender reassignment**, resources on **safe travel for LGBT+ staff** and **information for LGBT+ staffs and students working and studying at home or abroad**, which provides guidance and information for LGBTQ+ staff and students when considering work, study or research overseas, or coming to Cambridge.

## **Faith-based Resources**

**Faith and Belief Practice** is a University initiative that seeks to increase awareness and understanding of religious and belief communities in the University. It provides guidance and information on faith and belief communities and relevant issues, and highlights University facilities that are available for **reflection or prayer**.

## **Parents and Carers Resources**

**SPACE:Supporting Parents and Carers @ Cambridge** is a University initiative that provides resources and support for staff and students who are parents or carers. It provides information on **Flexible Working**, and specific information for **parents at Cambridge** and **carers at Cambridge**.

Information on Maternity and other family-related leave and pay can be found on the [HR website](#). The University also has a [Childcare Service](#) that provides information including holiday play schemes, information on university nurseries, and other information to support students and staff with children.

## 6.5 Sexual Assault and Rape Resources

If you have experienced any form of sexual violence and/or abuse, remember:

- It was not your fault
- You are not alone
- You deserve to feel supported and believed
- You may have very mixed feelings about what happened, and whether to tell anyone
- You have a choice in what you do next and what is right for you
- You can get support from trusted friends and family and/or professional support
- You should not feel under any pressure to act in any specific way

If you are in any immediate harm or risk, please contact the police or phone an ambulance by calling 999.

**This document** provides helpful guidance through ensuring you are safe, and outlines different options for help as well as necessary timelines for certain reporting steps. **This document** provides guidance for staff in supporting students who have experienced sexual assault.

**The Elms Sexual Assault Referral Centre (SARC)** in Cambridgeshire offers free, confidential support to anyone who has experienced sexual violence or abuse. They provide medical care, emotional support, forensic examinations, and can store evidence for up to seven years if you choose to report later.

**Cambridge Rape Crisis' website** provides advice about what to do if you or someone else have been recently sexually assaulted or raped.

**The Lime Tree Clinic** provides free and confidential sexual health services, including emergency contraception and STI testing.'

### Harassment and violence support

According to the **Office for Students's Condition E6**, all higher education providers in England are required to have a 'single comprehensive source of information' regarding policies, materials and processes on harassment and

sexual misconduct. This can be found at [the Harassment and Sexual Misconduct page](#), which also includes information on how to report an incident and what support is available.

University student support provides [Harassment and violence support \(HVSS\)](#), which includes Sexual Harassment and Violence Advisers (SHVA) who provide trauma-informed support for experiences of sexual violence or domestic abuse, even if you do not consider it sexual abuse.

The [resources and information page](#) provides a good list of external resources for sexual abuse and/or violence, this includes domestic abuse, intimate image abuse, stalking and more.

### **Breaking the Silence**

**Breaking the Silence** is a University initiative that provides support and resources for students and staff who have experienced sexual violence. It also has information on training and resources to support institutions with local initiatives.

To [anonymously report](#) an incident of sexual misconduct, you can use [this form from student complaints](#).

The University's HR website also provides a [guide on what to do when you have experienced inappropriate behaviour](#).

## 6.6 Other Resources and Support

### Careers' Service

The **Careers' Service** provides support for both students and staff in career development. They offer one-to-one appointments, workshops, and resources to help you explore career options and develop job search skills. They also have a page for **disability support**, and **international student support**.

### Accommodation Service

The **Accommodation Service** can help you find a place to live, or navigate the housing market. If you have questions about how things work, how to find a place, how to navigate an issue with a landlord, they can be contacted. They have a list of properties available only to those affiliated with the University.

### Financial Support

**This page** provides information on funding options for students, including scholarships, travel awards, and prizes. The student support has a **financial support** page that provides information on budgeting and where to get help. **This page** provides links to financial support pages for different colleges.

### International Students

The **International Student Office** provides specialist support to students who come from outside the United Kingdom to study at Cambridge and to Cambridge students who study overseas as part of their course. They specialise in United Kingdom (UK) immigration and visas for students, Study abroad opportunities, funding opportunities, and Orientation events.

### Cambridge University Sport

The **Cambridge University Sport** provides a range of sports, fitness facilities, and classes for students and staff. They have a **Active Staff** programme that offers a **Flexipass** for staff without a membership. They also provide information on **health checks**, and **The Cambridge Adult Disability Multi Sport (CADMuS) Club**. They work with **West Hub Wellbeing Programme** to bring fitness opportunities to the workplace.

## 7 Student Union Resources

The Cambridge **Student Union (SU)** is the representative body for all students at the University of Cambridge and its constituent Colleges; it is a registered charity within the Cambridge community that exists to represent, campaign for, and support students at the University. When you enrol on a course here, you are automatically made a member of Cambridge SU.

You can check out all the Clubs and Societies on their [Website](#).

### Student Advice Service

The **Student Advice Service** offers free, confidential, and impartial advice and support to all Cambridge University students - undergraduate and postgraduate - from any College or course. They are **independent of the University and colleges**. They provide support on any topic, from making friends to working relationships, from welfare concerns to intermission, and from exams to discipline. You can make an appointment by filling in this [form](#).

### Support for Trans Students

The SU has put together a page on [Support for Trans Students](#), which includes resources specific to the university as well as local and national support. They have also set up a [Gender Expression Fund](#) which aims to support students who require financial assistance to purchase items that help them feel more comfortable with their gender presentation. More information on funding for gender expression can also be found on their [Finance](#) guidance page.

### Information and Guidance

The SU [Information and Guidance](#) page provides a range of resources on topics including:

- **Academic** — including information on **capability to study, changing college, intermission**, and more. Links to rules and regulations, key documents, policies and procedures are provided [in this document](#).
- **Exams and Assessment** — provides guidance and information on any concerns you may have about your exams and tips on how to de-stress before the test.

- **Accommodation** – provides information on both College and external accommodation.
- **Anti-Racism** – provides a guide on reporting racism as well as lists of University and external support resources. They provide a flowchart on **reporting racism from other students**, and **reporting racism from staff members**.
- **Equality, Diversity and Inclusion** – provides resources for groups such as disabled, international, BME, LGBTQ+, care leavers and estranged students, and student parents.
- **Finance** – provides sources of financial assistance for both undergraduate and postgraduate students, including funding your studies, unexpected hardship, and medical cost – including funding for gender expression.
- **Support for Student Affected by Conflict** – provides information about financial assistance available to students affected by conflict, as well as wellbeing support, exam mitigation and where to access further support, such as links to immigration advice.

## 8 External Resources

### 8.1 Services provided by the NHS

#### Your General Practitioner (GP)

If you are facing mental health challenges, your GP would be able to provide advice as to what to do and services you can access. If you have just moved to the UK as an international student, here's a handy resource detailing [how the National Health Service \(NHS\) works](#). If you are not registered with a GP, please do so as soon as you arrive in Cambridge as it can be difficult to access NHS services otherwise. In the UK, which GP practice you can register at depends on where you live. For more information on which practice you can register in, your college tutorial office will be able to help.

#### Mental Health Services

The NHS also offers a range of free [mental health](#) services related to anxiety, depression, eating disorders, alcohol addiction and drug misuse. More information on how to access them can be found [here](#).

[Right to Choose](#) is an NHS policy in England that gives the patients legal rights to choose their mental healthcare provider and their choice of mental healthcare team.

The [Mental Health and Wellbeing Services](#) page at Cambridge University Hospitals provides information on local mental health services available in Cambridgeshire.

#### NHS Cambridgeshire & Peterborough Talking Therapies

[NHS Cambridgeshire & Peterborough Talking Therapies](#) can offer support to those aged 17 and over via a range of brief supported self-help and talking therapy options. The service usually helps people with mild to moderate mental health issues. You can self-refer to the service by calling 0300 300 0055 or via their [website](#).

## 8.2 Cambridge Specific Resources

### Cambridge City Council

The [Cambridge City Council](#) website has a [equality and diversity](#) page that provides information on their policies and list of [awareness-raising events](#).

### Cambridgeshire County Council

The [Cambridgeshire County Council](#) website has a [mental health information directory](#) that provides information on mental health services and supports.

[Keep Your Head](#) is developed by Cambridgeshire County Council and Peterborough City Council Public Health Team. It provides a central hub of comprehensive information on mental health and mental health services.

### Victim's Hub in Cambridgeshire

The [Victim's Hub in Cambridgeshire](#) is a free confidential service which provides emotional and practical support to victims or witnesses to a crime in Cambridgeshire and Peterborough, to help them cope and recover from the impact of crime.

## 9 Routes for Reporting Concerns

Routes for reporting concerns vary depending on who you are (undergraduate student, postgraduate student, staff member) and the nature of your concern. We recommend consulting [the Student Advice Service](#) from the Student Union for students. They are confidential, and exist to protect and support you, and will be able to give you thorough information guidance through any further routes of action.

### 9.1 Departmental Resources

For students:

- **Supervisor:** Your first point of contact for concerns should be your supervisor if possible. However, it is understandable that this may not be someone who you are comfortable sharing your concerns with.
- **Advisor:** Each graduate student is assigned an advisor who is independent from their research supervision. You can find out who your advisor is by checking [CamSIS](#). The advisor should act as someone who you can discuss or report any problems to.

For staff:

- Your first point of contact is your line manager and also your departmental administrator.
- **Dignity at Work:** The University's [Dignity at Work Policy](#) is based on creating a safe and healthy work environment, without being subject to harassment, bullying, racial discrimination, sexual violence, abuse, coercive behaviour, sexual harassment or related misconduct. It applies to all staff and visitors, including academic visitors and visiting researchers, visitors to University museums or those attending public events, customers, contractors, suppliers and their staff. You can obtain confidential support and advice through the [University Dignity at Work contacts](#): [dignitycontacts@admin.cam.ac.uk](mailto:dignitycontacts@admin.cam.ac.uk).

## 9.2 College Resources

It may vary between colleges, but generally the following people are available to support and advise you:

- Your Tutor
- Any other Tutor who you wish to approach, including the Tutor with special responsibility for Equal Opportunities
- The Senior Tutor
- The College Nurse
- The College Chaplain

You can find out your College Tutor and Senior Tutor on **CamSIS**. For undergraduate students, it may also be appropriate to speak to your Director of Studies (DoS).

## 9.3 University Resources

### Code of Practice

The University publishes a **Code of Practice for Research Students** that outlines expectations, guidelines, and responsibilities as a student, as well as the responsibilities of your department, supervisor and advisor.

### The Office of Student Conduct, Complaints & Appeals (OSCCA)

OSCCA handles **Student Complaints** including student/staff misconduct, student experience complaints, examination results complaints, and more. They also provide information on rules of behaviour and **resources for staffs and tutors**.

They can be contacted at [studentcomplaints@admin.cam.ac.uk](mailto:studentcomplaints@admin.cam.ac.uk) for any general questions or completed applications and evidence, or alternatively at [OSCCA@admin.cam.ac.uk](mailto:OSCCA@admin.cam.ac.uk) and [ExamReview@admin.cam.ac.uk](mailto:ExamReview@admin.cam.ac.uk), and phone number **01223 766237**.

The next two sections provide information for reporting student/staff misconduct and student experience complaints handled by OSCCA.

## Report Student/Staff Misconduct

You can report **Student and Staff Behaviours** using the **Reporting Misconduct Form**.

- **Reporting Student Behaviour:**

- Anyone can **report the behaviour of a student**. This process involves a formal investigation about the student's breach of the University's **Student Discipline**, penalties or sanctions may be imposed as outlined using the **Student Disciplinary Procedure**.
- **Informal Complaint** – This procedure focuses on how the reported behaviour has affected you and aims to limit contact with the other student(s) involved. It **does not** involve investigating what happened but aims to put a conduct agreement in place. More can be found out at **this document**.
- A flowchart summarising both disciplinary and informal complaints is found in fig. 2 and at **this link**, this includes a summary of the steps and timeframes.

- **Reporting Staff Behaviour**

- You can **report the behaviour of a staff member** on any suspected breaches of the **University's Staff and Students Relationship Policy**. This process involves a formal investigation about the staff member's breach of the policy, during which contact will be restricted.

It might be useful to know that **you will be able to bring a supporter with you to any meetings**; you will be informed of the outcome of your complaint and any actions that has an impact on you; and you will **not** be prevented from speaking about the incident/s you have reported. During an investigation, however, discussion about the matter should be limited to with those who are supporting you, to enable proper investigation.

## Procedures available for students

Students who have been subjected to inappropriate behaviour from students can request a behaviour agreement or raise a disciplinary concern (about students).

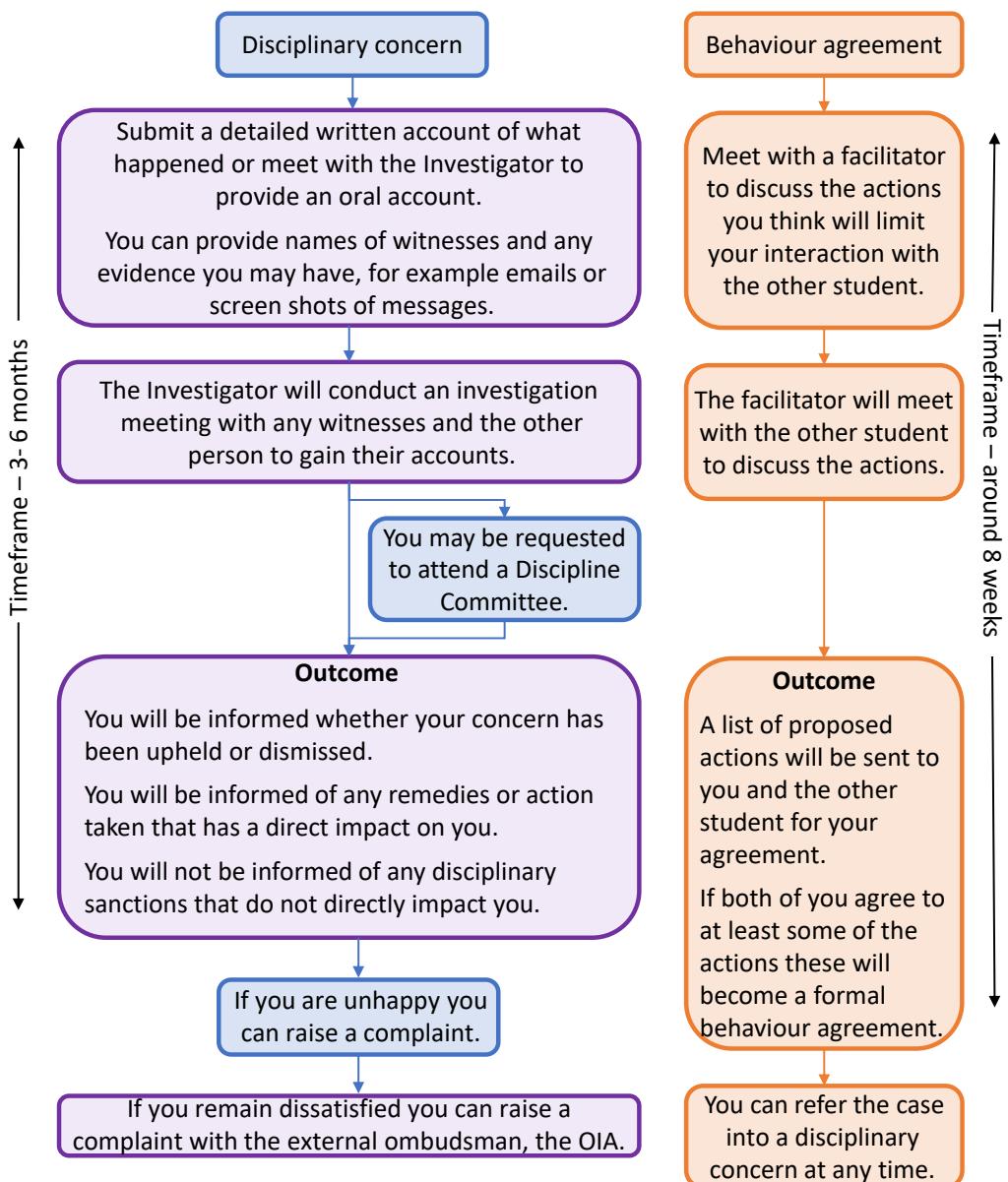


Figure 2: Flowchart summarising report procedures for students.

## Formal Complaints

The complaints procedure is very formalised and has fairly strict guidelines on how a complaint can be made. We recommend speaking with the **Student Advice Service** from the Student Union for guidance on how to proceed with making a complaint.

If you are unhappy with the experience you have received from a University Department, Faculty, service or staff member, you can make a **Student Complaint** following the **Student Complaint Procedure**. You can make a complaint about:

- University's action or lack of action.
- The standard of service provided by or on behalf of the University during your time as a student, this includes academic provision, postgraduate supervision, or the behaviour of University staff (This includes your supervisor)

The university recommends you first try to raise this locally with your faculty or department. However, if it is not resolved there, or if you do not feel comfortable raising the issue there, you can make a complaint by filling in the **Student Complaint Form** within **20 working days** of the matter arising or the response you received from the faculty, department, service or staff member after attempting the local solution.

The procedure is outlined [here](#) and a quick guide is found at [this link](#).

If you are dissatisfied with the Complaint Officer's decision, you can request a review of the decision by submitting the **Review Form** within **10 working days** of receiving the Complaint Officer's decision.

## Office of the Independent Adjudicator for Higher Education (OIA)

If you are unhappy with the outcome of your complaint after going through the University's procedures, you can contact the **Office of the Independent Adjudicator for Higher Education (OIA)**, which is an independent body that reviews student complaints about higher education providers in England and Wales. The OIA does not have legal power to override university decisions, but it's a serious independent review process, and universities generally take their recommendations seriously. You can find more information on [their website](#).

## **Anonymous Reporting**

The [Anonymous Reporting Form](#) allows anyone who is, or has been a student, staff or visitor to the University to anonymously report inappropriate behaviour from staff, students or members of the University community, including harassment, bullying discrimination and sexual misconduct. It will not ask for any contact details or record your IP address. [This page](#) provides more information about the anonymous reporting process.

## **9.4 External Reporting Routes**

### **Cambridge Constabulary (Police)**

You can report a crime, sexual offenses, stalking or harassment, hate crimes, and more at [Cambridge Constabulary's reporting page](#). In an emergency, please call **999**. If a criminal investigation is taking place, the University process will usually be paused.

There is a [Guidance from Cambridge Rape Crisis Centre](#) on reporting sexual assault to the police.

The [Equality Advisory Service](#) provides advice and support on issues relating to equality and human rights, including discrimination, harassment, and victimisation.

### **End Everyday Racism**

[End Everyday Racism](#) is an independent reporting platform aims to document incidents of racism at Cambridge. The stories collected will be used to create a case against racism. You can [report an incident here](#).

## 10 Charities

### Cambridge and Peterborough South Lincolnshire Mind (CPSL Mind)

CPSL Mind offer online support, community initiatives to connect people, counselling, Cognitive Behavioural Therapy, peer support groups, Perinatal services and opportunities to get involved with training, volunteering, campaigning and fundraising.

- **Tel:** 0300 303 4363
- **Email:** [enquiries@cpslmind.org.uk](mailto:enquiries@cpslmind.org.uk)
- **Web:** [www.cpslmind.org.uk](http://www.cpslmind.org.uk)

### Samaritans

Samaritans is a charity aimed at providing emotional support to anyone in emotional distress, struggling to cope, or at risk of suicide. They can be contacted via their helpline 116 123 24/7, by email, letter or through their self-help app.

- **Tel:** 116 123 (24/7)
- **Post:** Freepost RSRB-KKBY-CYJK, PO Box 9090, Stirling, FK8 2SA
- **Web:** [www.samaritans.org](http://www.samaritans.org)

### Cambridge Nightline

Listening service run by students for students, independent of the university.

- **Tel:** 01223 744444 (7am to 7pm, during term time)
- **Email:** [email@cambridge.nightline.ac.uk](mailto:email@cambridge.nightline.ac.uk)
- **Chat:** [3rportal.org.uk/im/Cambridge\\_Nightline\\_IM](http://3rportal.org.uk/im/Cambridge_Nightline_IM)
- **Web:** [www.cambridgenightline.org.uk](http://www.cambridgenightline.org.uk)

## Papyrus

**HOPELINE247** is operated by suicide prevention charity Papyrus.

- **Tel:** 0800 068 4141 (24 hours every day of the year)
- **Text:** 88247
- **Email:** [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)
- **Web:** [www.papyrus-uk.org](http://www.papyrus-uk.org)

## Cogwheel Counselling

Cambridge-based registered charity that provides affordable counselling for those on low or limited income.

- **Tel:** 01223 464385 (available 10am to 4pm weekdays)
- **Email:** [admin@cogwheel.org.uk](mailto:admin@cogwheel.org.uk)
- **Web:** [www.cogwheel.org.uk](http://www.cogwheel.org.uk)

## Anxiety UK

Charity providing support if you have been diagnosed with an anxiety condition.

- **Tel:** 03444 775 774 (Monday to Friday, 9.30am to 5.30pm)
- **Web:** [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk)

## CALM

CALM is the Campaign Against Living Miserably, they provides support for anyone who needs it.

- **Tel:** 0800 58 58 58 (daily, 5pm to midnight)
- **Web:** [www.thecalmzone.net](http://www.thecalmzone.net)

## **Men's Health Forum**

24/7 stress support for men by text, chat and email.

- **Tel:** 0330 097 0654
- **Web:** [www.menshealthforum.org.uk](http://www.menshealthforum.org.uk)

## **Mental Health Foundation**

Provides information and support for anyone with mental health problems or learning disabilities.

- **Web:** [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)

## **No Panic**

Voluntary charity offering support for sufferers of panic attacks and obsessive compulsive disorder (OCD). Offers a course to help overcome your phobia or OCD.

- **Tel:** 0844 967 4848 (daily, 10am to 10pm)
- **Web:** [www.nopanic.org.uk](http://www.nopanic.org.uk)

## **OCD Action**

Support for people with OCD. Includes information on treatment and online resources.

- **Tel:** 0845 390 6232 (Monday to Friday, 9.30am to 5pm)
- **Web:** [www.ocdaction.org.uk](http://www.ocdaction.org.uk)

## **Rethink Mental Illness**

Provides advice and information for people living with mental illness and their carers.

- **Tel:** 0300 5000 927 (Monday to Friday, 9.30am to 4pm)
- **Web:** [www.rethink.org](http://www.rethink.org)

## SANE

Sane is a leading UK mental health charity working to improve the quality of life for anyone affected by mental illness.

- **Tel:** 0300 124 7900 (Provide first name and a contact number and someone will be in touch.)
- **Textcare:** [www.sane.org.uk/textcare](http://www.sane.org.uk/textcare)
- **Web:** [www.sane.org.uk](http://www.sane.org.uk)

## Galop

National LGBT+ anti-violence charity offering support for LGBT+ people experiencing hate crime, domestic abuse or sexual violence.

- **Tel:** 0800 999 5428 (Mon–Thurs 10am–8.30pm; Fri 10am–4.30pm)
- **Email:** [help@galop.org.uk](mailto:help@galop.org.uk)
- **Web:** [www.galop.org.uk](http://www.galop.org.uk)

## Rape Crisis England & Wales

Rape Crisis England & Wales deliver specialist services to those affected by sexual violence and abuse.

- **Tel:** 0808 500 2222 (24 hour, 365 days a year)
- **Web:** [www.rapecrisis.org.uk](http://www.rapecrisis.org.uk)

## The Suzy Lamplugh Trust

The Suzy Lamplugh Trust is the UK's leading personal safety charity, providing advice and support to those who are being subjected to stalking.

- **Tel:** 0808 802 0300
- **Web:** [www.suzylamplugh.org](http://www.suzylamplugh.org)