

# Student/Unknown or Visitor

Options for students when the alleged behaviour stems from a visitor or unidentifiable member of the University.

## Informally address the behaviour

You may attempt to informally address the behaviour with the person, with or without the help of a support person. The Sexual Harassment Coordinator can be approached for guidance and support with this. Contact details can be found on this page: <https://www.canterbury.ac.nz/support/health/sexual-harassment-and-sexual-assault/support/>

Are you satisfied with the outcome?

Yes

You may feel the matter has adequately addressed. Even if this is the case, you can still seek support and/or advice from the Sexual Harassment Coordinator ([studentcare@canterbury.ac.nz](mailto:studentcare@canterbury.ac.nz)) to help you deal with the effect of the behaviour,

No...

Go to Make a disclosure or Make a formal complaint

## And/or Make a disclosure

You can make a disclosure about the behaviour affecting you by talking with a UC staff member (for example, the Sexual Harassment Coordinator or the Grievance and Academic Process Coordinator), or by making an anonymous disclosure via the Report It tool.

**Sexual Harassment Coordinator:**  
[studentcare@canterbury.ac.nz](mailto:studentcare@canterbury.ac.nz)

**Grievance and Academic Process Coordinator:**  
<https://www.canterbury.ac.nz/support/concerns/help/>

**Identified disclosure:** if you want to make the University aware of unwelcome/harassing behaviour concerning you, you can do so in person by phone, or in writing to a UC staff member (for example, the Grievance and Academic Process Coordinator). Usually, this will identify you.

**Anonymous disclosure:** you can choose to make an anonymous disclosure to the University using the Report It tool.  
[www.canterbury.ac.nz/report-it](http://www.canterbury.ac.nz/report-it)

### Support options available

Via the Sexual Harassment Coordinator in Student Care.

<https://www.canterbury.ac.nz/support/needtotalk/student-care/>

**If you would like to make a formal complaint, go to the option below.**

## And/or Make a formal complaint

This is submitted by the complainant (you) to the Grievance and Academic Process Coordinator. This should provide details on

- the nature of the complaint and parties involved
- what evidence there is

[www.canterbury.ac.nz/support/concerns/students](http://www.canterbury.ac.nz/support/concerns/students)

Grievance and Academic Process Coordinator to advise complainant of next steps.

**If the identity of a staff member or UC student is verified, the relevant process/s will then be followed.**

UC decides on next steps which **could** include

- Investigation
- Request for more information
- Interim measures
- Take no further action
- Other actions

After processing the complaint the Grievance and Academic Process Coordinator will advise you whether the complaint has or has not been substantiated and provide any additional information not restricted for privacy reasons.

Internal and External support options outlined. For example:

**Internal:** Sexual Harassment Coordinator ([studentcare@canterbury.ac.nz](mailto:studentcare@canterbury.ac.nz))  
UC Health Centre (Phone: 03 369 4444)

**External:** Safe to Talk (<https://safetotalk.nz/>, or 0800 044 334)  
Aviva (<https://www.avivafamilies.org.nz/>, or 0800 AVIVA NOW)