

International Institute of Hotel Management (IIHM) Policy on unacceptable behaviour, harassment and sexual misconduct

Responsibility of:	
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Scope

This policy sets out International Institute Of Hotel Management's (IIHM) commitment to protecting students and staff from unacceptable behaviour, harassment and sexual misconduct and applies to all members of the International Institute of Hotel Management including current students, staff, contractors, suppliers and visitors, in compliance with International Institute Of Hotel Management, University of West London and the Office of Students E6 condition.

This policy should be read in conjunction with the IIHM [Prevention of Sexual Harassment \(POSH\) and Anti-Bully Practices](#) document.

Purpose

The main purpose of this policy is to educate both students and staff in the prevention of all forms of unacceptable behaviour, harassment, and sexual misconduct plus ensuring a single source of information, and that process and procedure are clearly outlined in the event of any such act occurring.

International Institute Of Hotel Management (IIHM) is fully committed to providing a positive experience for all students and staff, where everyone is treated with courtesy and consideration and where differences are valued and diversity respected. All students and staff have the right to live, study, work and relax in an environment where they feel safe and protected.

The International Institute Of Hotel Management's (IIHM) together with UWL's senior leadership team supports the promotion of a culture where the whole community works towards having an environment where unacceptable behaviour, harassment and sexual misconduct, in all forms, is not tolerated and ensuring that there are arrangements in place to listen to and support all students and staff who experience it. Support will be offered to both the Reporting Party and the Responding Party.

Expectations

International Institute Of Hotel Management (IIHM) expects the highest standards of behaviour from all members of the International Institute Of Hotel Management's (IIHM) community, whether on International Institute Of Hotel Management's (IIHM) premises, while undertaking International Institute Of Hotel Management's (IIHM) activities externally, its online platforms including Virtual Learning Environment e.g. Blackboard and International Institute Of Hotel Management's (IIHM) social media accounts in line with the International Institute Of Hotel Management's (IIHM) Student Code Of Conduct And Staff Policy Or Equivalent. All members should be aware of their own behaviour and how it impacts others. This policy sets out the standards of behaviour expected from students and staff, guidance on what is and what is not acceptable and how unacceptable behaviour will be dealt with.

Members of the International Institute Of Hotel Management's (IIHM) recognise the significant impact of all experiences of unacceptable behaviour, harassment and sexual misconduct and acknowledge the potential detrimental impact it may have on a person's wellbeing, studies and employment, regardless of when the experience occurred.

Members of the International Institute Of Hotel Management's (IIHM) will respond to all reports received in relation to unacceptable behaviour, harassment or sexual misconduct. Whilst recognising that some experiences may constitute a criminal offence, we will ensure that, in all cases, reports are carefully and sensitively managed by relevant staff members through a transparent process with clear communications. International Institute Of Hotel Management's (IIHM) will also respect the right of the individual disclosing an incident to choose how to take forward a disclosure.

In exceptional circumstances, however, where there is a serious criminal offence and/or there is significant risk to the individual or our community, International Institute Of Hotel Management's (IIHM) may report the matter to the police and/or may investigate it internally. In such instances The International Institute Of Hotel Management's (IIHM) would always keep the individual fully informed of the proposed action to be taken before doing so. In some circumstances, it may be necessary for International Institute Of Hotel Management's (IIHM) to progress a reported incident even if the staff member or student wishes to withdraw from the formal process.

Timescales

The International Institute Of Hotel Management's (IIHM) normally expects allegations of unacceptable behaviour, harassment and sexual misconduct within 3 months of the incident taking place to allow for the most effective investigation to take place. However, the International Institute Of Hotel Management's (IIHM) recognises that there may be circumstances where it may take longer for a student or staff member to disclose an incident. Where a disclosure is received more than 3 months from the date the incident is alleged to have taken place; the disclosure will be taken seriously and where possible, reasonable attempts will be made to obtain relevant information to determine the appropriate response.

Where disclosures are made which fall within the scope of this policy, they will be dealt within a timely manner. Where it may be necessary for matters to be referred to the International Institute Of Hotel Management's (IIHM) Student or Staff Disciplinary Procedure, the timescales set out therein will apply as far as it is reasonable and possible to do so.

Monitoring and continuous improvement

International Institute Of Hotel Management's (IIHM) will annually evaluate the effectiveness of this policy through:

- A record of the number of reports received
- Categories of misconduct reported (Formal)
- Outcomes of investigations by type

- Evaluate the effectiveness of this policy through feedback
- Identify areas for improvement
- Report on compliance with Condition E6 to the governing body
- Review and update the policy annually.

Definitions

The definitions listed below are there to inform the reader's understanding of both the International Institute Of Hotel Management's (IIHM) perspective and/or drawn on statutory definitions.

The International Institute Of Hotel Management's (IIHM) also recognises that there are potentially additional types of behaviour that will constitute a breach of this policy and may be considered under any other relevant internal disciplinary policies and regulations.

Reporting Party is the person who is making an allegation or complaint against another person.

Responding Party is the person who the allegation or complaint is made against

What is unacceptable behaviour, harassment and sexual misconduct?

Unacceptable behaviour may involve actions, words or physical gestures that could reasonably be perceived to be the cause of another person's distress or discomfort. This behaviour does not necessarily have to be face-to-face, and may take many forms such as written, telephone, text or email communications, or on social media. Some examples are included below, but this list is by no means exhaustive:

- Violent, aggressive, or abusive behaviour, such as shouting or personal insults
- Spreading malicious rumours or gossip
- Threats of or actual physical violence
- Offensive or indecent comments or body language
- Displaying offensive material or graffiti relating to an individual
- Innuendo or spreading gossip based on sexual orientation or gender identity
- Inappropriate initiation or 'hazing' ceremonies for sports teams or other societies
- Using social or other on-line media to harass or communicate harassing statements about students or staff
- Creating a hostile environment through comments about, for example, race, disability, sex, sexual orientation or gender identity.
- Victimisation, treating someone badly because they have made a complaint about discrimination.

Harassment: the International Institute Of Hotel Management's (IIHM) adopts the definition of harassment under the Equality Act 2010 and Protection from Harassment Act 1997 (only applicable to the UK). The Equality Act 2010 section 26 defines harassment as:

'Harassment, including sexual harassment, includes unwanted behaviour or conduct which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment because of, or connected to, one or more of the following protected characteristics: age; disability; gender reassignment; race; religion or belief; sex; and sexual orientation.'

The Protection from Harassment Act 1997 defines harassment as:

‘A course of conduct conducted on at least two occasions that harasses one other person, or a course of conduct that harasses two or more persons at least once each. References to harassing a person include alarming the person or causing the person distress.’

For students the International Institute Of Hotel Management’s (IIHM) adopts the test to be applied in determining harassment used by the UK Courts and recommended by the Office for Students. Staff should refer to the International Institute Of Hotel Management’s (IIHM) with IIHM Staff Policy.

Test (for students only)

Whether conduct is considered as ‘harassment’, International Institute Of Hotel Management’s (IIHM) will consider:

1. The perception of the person who is at the receiving end of the conduct;
2. The other circumstances of the case; and
3. Whether it is reasonable for the conduct to have that effect.

What Does This Mean?

Test

1. Perception of the person who is receiving the conduct
This is a subjective test and depends on whether the individual themselves regard the conduct as violating their dignity or creating an intimidating environment for them.
2. Other circumstances of the case
International Institute Of Hotel Management (IIHM) will take into account relevant circumstances of the case. This can include the personal circumstances of the person on the receiving end of the conduct, their health (including mental health), mental capacity; cultural norms; or previous experience of harassment.
3. Whether it is reasonable for the conduct to have that effect
This is an objective test. It is based on the principle about whether another person would reasonably consider the conduct to be unacceptable. Where this is not found to be the case, it is unlikely that such conduct would be considered to satisfy a finding of ‘unwanted conduct’.

Sexual misconduct refers to a range of inappropriate and unwanted behaviours and offences of a sexual nature. It covers all forms of sexual violence, including but not limited to,

- Intimate partner violence
- Coercive controlling behaviour
- Stalking
- Non-consensual sexual touching (including groping)

- Sexual harassment (unwanted behaviour of a sexual nature which violates a person's personal boundary, dignity and consent; makes them feel intimidated, degraded or humiliated or creates a hostile or offensive environment)
- Abusive or degrading remarks of a sexual nature
- Distributing private and personal explicit images or video footage of an individual without their consent (as defined by the UK Criminal Justice and Courts Act 2025)
- Sexual Assault and Rape
- Full Text of the POSH Act, 2013 (India Code Portal):
<https://www.indiacode.nic.in/handle/123456789/2104?locale=en>
- Ministry of Women and Child Development – POSH Resources:
<https://wcd.nic.in/acts/sexual-harassment-women-workplace-prevention-prohibition-and-redressal-act-2013>
- Protection of Children from Sexual Offences (POCSO) Act, 2012:
<https://www.indiacode.nic.in/handle/123456789/21515?locale=en>

Sexual misconduct is a serious public health issue within society and is not specific to higher education, but evidence suggests disclosures by the student community are increasing.

Sexual misconduct is known to have significant negative effects on a student's mental health and well-being and can have a long-lasting impact on their sense of safety within the International Institute Of Hotel Management's (IIHM) and external environment. It can also impact their academic progress. We use a whole College approach to ensure staff and students feel safe, valued and respected and will work towards having an environment where sexual misconduct, in all forms, will be eliminated. International Institute Of Hotel Management's (IIHM) is committed to supporting anyone making a disclosure as well as anyone receiving the disclosure and taking all disclosures seriously.

Incidents of sexual misconduct and violence also constitute a criminal offence under English/Indian law. Such incidents may be addressed through criminal proceedings, internal disciplinary proceedings, or in some cases, both.

Relationship abuse: a pattern of abusive and/or coercive behaviours (such as threats, isolation and intimidation) used to incite fear, maintain power and control over a former or current intimate partner or family members. Relationship abuse can be perpetrated by people who are 'personally connected' including partners/former partners, family members and people sharing responsibility of a child.

The abuse can be:

- Emotional
- Financial
- Sexual
- Physical
- Psychological
- Forced marriage
- Female genital mutilation

Coercive and Controlling behaviour: a form of domestic abuse and an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten the person. This controlling behaviour is designed to make a person dependent by isolating them from support, exploiting them, depriving them of independence and regulating their everyday behaviour.

Consent of sexual activities is when all people agree to and are comfortable engaging in the behaviour, there is mutual consent; both parties must be free to, and have the capacity to, make this choice.

- **Capacity to consent:** Free consent cannot be given if the individual does not have the capacity to give consent. Incapacitation occurs when an individual is asleep, unconscious, semi-conscious, or in a state of intermittent consciousness, or any other state of unawareness that a sexual act may be occurring. Incapacitation may also occur on account of a mental or developmental disability, or as the result of alcohol or drug use.
- **Alcohol and/or Drug Use:** Incapacitation arising from alcohol or drug consumption should be evaluated on the basis of how the alcohol/drugs have affected the individual; signs of incapacitation may include, but are not limited to, one or more of the following: slurred speech, unsteady gait, bloodshot eyes, dilated pupils, unusual behaviour, blacking out, a lack of full control over physical movements, a lack of awareness of circumstances or surroundings, and/or an inability to communicate effectively. Intoxication is never a defence for committing an act of sexual violence and misconduct, or for failing to obtain consent. If there is any doubt as to the level or extent of one's own or the other individual's capacity to consent, the safest approach is to not engage in a sexual act.
- **Consent videos:** It is important that individuals understand consent. Here are three videos explaining consent.

[Consent - Cup of Tea](#)

[Consent - Can I wear your hat?](#)

[F.R.I.E.S. What is Consent](#)

Further information about consent is available [here](#).

Unwanted conduct is conduct which is 'unwelcomed' or 'uninvited'.

It covers a wide range of behaviour. It can include:

- spoken words
- written words
- banter
- posts or contact on social media
- imagery
- graffiti
- physical gestures

- facial expressions
- mimicry
- jokes or pranks
- acts affecting a person's surroundings
- aggression
- physical behaviour towards a person or their property.

This list is illustrative and not exhaustive examples of unwanted conduct.

What Does Unwanted Conduct Mean?

It is not necessary for a person to say that they object to the conduct for it to be unwanted.

The person's objection will be considered in the determination of whether conduct is unwanted together with whether it is reasonable for the conduct to have that effect on the person.

Unwanted conduct amounts to harassment if the unwanted conduct has the effect of creating an intimidating, hostile, degrading, humiliating or offensive atmosphere.

For example, where conduct violates a person's dignity it will be considered as unwanted conduct.

Bystander intervention

Bystander intervention is when someone witnesses an event and steps in to stop harm before it happens, ensuring their own safety at all times. Unlike a **passive** bystander who takes no action, an **active** bystander chooses to challenge inappropriate or threatening behaviour.

For further information please view : [Be an Active Bystander - Stand Up & Step In](#)

IHM's goal is to work towards educating staff and students to help prevent events or situations of unwanted behaviours occurring and to enable them to feel confident in addressing a situation if it does, and that they are supported if they do report or intervene.

This is in line with the International Institute Of Hotel Management's (IHM)'s mandatory training for students and staff.

Complicity is defined as any act that knowingly helps, promotes, or encourages someone else to behave inappropriately or illegally.

Vexatious reporting involves the persistent and repetitive reporting of allegations, which are unsubstantiated, without merit, frivolous, unreasonable and unwarranted.

Malicious reporting occurs when an individual makes allegations that they know lacks a basis in fact, is inaccurate or misleading, that is made recklessly, or knowingly or deliberately for

the purpose of undue advantage or causing harm to a person or International Institute Of Hotel Management's (IIHM)

Behaviour towards others

In line with the International Institute Of Hotel Management's (IIHM) Student Conduct Policy and the IIHM Staff Conduct Policy expect:

All International Institute Of Hotel Management's (IIHM) staff, students and visitors should be treated with courtesy, and respect everyone's right to work, study and live in a safe, secure environment, free from anxiety, fear, intimidation and harassment.

Everyone should behave in a manner compatible with the University's and IIHM's Equality and Diversity Policy and not discriminate or harass anyone based on their age, disability, gender re-assignment, marital status, pregnancy, race, religion or belief, sex or sexual orientation.

No-one should use abusive, threatening or violent language or behaviour in person or through International Institute Of Hotel Management's (IIHM)'s online platforms, or by email, texts or social media.

Staff / Student relationships

At International Institute Of Hotel Management (IIHM) we are committed to ensuring that everyone feels safe, valued, and respected. We strongly encourage all students, faculty and staff to uphold these practices and contribute to building a culture of trust, dignity, and professionalism.

Staff/Student Relationships statement:

IIHM is committed to ensuring that any relationship between staff and students are professional and have boundaries. In line with this approach and in the interest of both staff and students, IIHM strongly discourages intimate personal relationships between a member of staff and a student due to the power imbalance which make personal relationships potentially vulnerable to exploitation. This power imbalance can also generate real or perceived inequalities, not only involving the people concerned, but also affecting other members of the University, whether students or staff.

IIHM has a policy in collaboration with UWL [staff-student relationships](#) which should be read in conjunction with this policy. IIHM expects all staff members and students to disclose if they have any personal and/or intimate personal relationships, including the nature of the relationship in accordance with the policy.

Where a staff member's behaviour is not in accordance with expected standards, this will be managed under the [Staff Disciplinary policy](#) that is designed by UWL and used by IIHM who is partnering with UWL For Hospitality Management degree

Training and awareness:

- *'To support preventative measures, mandatory training for all students will be provided online through the designated learning platform and also through offline trainings by experts from the industry and in the field of sexual harassment and misconduct. This training will be available both before and after enrolment, and all materials are evidence-based and regularly reviewed for effectiveness.'*

PROCESS

- Informal and Formal reporting to IIHM is normally done through Grievancecell@iihmbangalor.com. Campus specific support and reporting can be done either in person, via email to the Programme Leaders and/or emailing [director\(campus\)@iihm.ac.in](mailto:director(campus)@iihm.ac.in)
- Options for both named and anonymous reporting is provided to the students and Staff - Email communication Grievancecell@iihmbangalore.com or the students directly speak to the Programme Leaders about their grievance. If it is not solved at the Programme Leaders level then it is escalated to the Director personally or Handwritten and dropped at the campus director's desk. High confidentiality is maintained at all levels. The latter holds good for all the campuses.
- Students/Staff to report 24/7- Dedicated Grievance redressal link <https://iihm.ac.in/campus-life/grievance-redressal>
- Adhere to the principles of confidentiality - communication channels will maintain confidentiality as it is dedicated email and Phone Number for Grievance.
- Dedicated senior staff is identified by campus directors as a part of the grievance cell.
- Below is the table summarising the informal reporting, formal reporting, anonymous reporting, and support available to students, staff, and bystanders

Guidance table for 2g

Reporting summary:

Reporting Party	Informal Reporting	Formal Reporting	Anonymous Reporting	Support
Students	Campus Director or staff chosen to represent grievance campus wise	grievancecell@iihmbangalore.com	Handwritten and dropped at the campus director's desk.	Investigation Outcomes recorded Necessary action taken based on the outcomes
Staff	Campus Director or staff chosen to represent grievance campus wise	grievancecell@iihmbangalore.com Director(campus)@iihm.ac.in	Handwritten and dropped at the campus director's desk.	Investigation Outcomes recorded Necessary action taken based on the outcomes
Bystanders	Confidential advice to the students/staff will be given by the grievance cell/line manager or director	Students speak to the appointed staff of the grievance cell or their group tutors. Staff speak to their line manager or director	Handwritten and dropped at the campus director's desk.	Confidentiality promised. Action will be taken based on the investigation outcome

Below is the example of IIHM's process:

Reporting unacceptable behaviour, harassment or sexual misconduct

Any form of unacceptable behaviour, harassment, or sexual misconduct can have a significant negative impact on an individual. If someone has experienced or witnessed any such behaviour that makes them feel uncomfortable, they should report it – this can be to the Directors Office, CEO's Office or external agencies (e.g. the Police) or both.

In an emergency, where there is an immediate risk to life or a threat of violence, call 100 / 112/ 1091(Women's Helpline)

This can apply to both students reporting about other students or staff, and staff members reporting about other staff or students.

Any reporting that involves a visitor will be investigated within the capabilities of IIHM. As certain actions are outside the controls or remit of IIHM, the institute has limited ability to take action in respect of a visitor but will fully support any individual that experiences any form of unacceptable behaviour, harassment or sexual misconduct and will take action where this is appropriate and available.

IIHM encourages and supports all individuals in reporting unacceptable behaviour.

There are multiple reporting pathways to accommodate different circumstances and preferences – see 'Reporting Options'.

Where students' behaviour is not in accordance with the expected standards, this will be managed under the Student Disciplinary Regulations which are available (Blue Book)

Where staff members' behaviour is not in accordance with the expected standards, this will be managed under the Staff Disciplinary Procedure, which is available (Blue Book)

If unacceptable behaviour is substantiated this may result in formal action up to, and including, expulsion or dismissal and if required, a referral to the Grievance cell

The College will take appropriate action in relation to any vexatious or malicious allegations in line with the relevant student and staff disciplinary policies.

Confidentiality

IHM recognises the importance of keeping reports made under this policy confidentially. The College will only share any information which is disclosed to it on a 'need-to-know' basis. However, all parties should note that 'confidential' may not mean that the information that is reported to us will be kept a secret. For example, it may be necessary for the College to share all, or some, of the information that is reported with the grievance Committee within the college, or in some exceptional circumstances, with external organisations such as the police.

The College will always consider which elements of the information provided is necessary to be shared with different teams within the University.

The college will normally inform those providing such information when it needs to be shared between different teams, to enable the College to offer support and investigate the concerns raised. This will be undertaken using the following principles:

Sharing the information is necessary to allow a case to be appropriately investigated and considered.

Sharing the information will allow us to safeguard the individual and potentially other members of their household e.g. children and/or other members of the College community.

Sharing the information will allow us to provide support to those who have reported sexual misconduct, and/or to those who have been alleged to have committed sexual misconduct.

Sharing the information will allow us to meet our legal duties.

Wherever possible, IHM will advise those providing the information of who information has/will be shared with and the reasons for this.

Reporting Options

There are various ways you can report, informally or formally:

Informal – This is when the college is informed of what has happened, but the Reporting Party does not want formal action to be taken or where it is more appropriate to resolve a concern informally. However, some incidents of sexual misconduct and violence may also constitute a criminal offence under English law. Such incidents may be addressed through criminal proceedings, internal disciplinary proceedings, or in some cases, both. In some circumstances the College may decide to formally manage a concern where the student or staff member would prefer a different approach when there is significant risk to the College or our community.

Formal – This is when the college has been informed of what has happened, and formal action is required to be taken.

Reporting Party	Informal Reporting	Formal Reporting	Anonymous Reporting	Support
Students	<p>Student representative committee</p> <p>'Report A Concern'</p> <p>Students Complaints Procedure (Stage 1)</p>	<p>Student Complaints Procedure</p>	<p>Can trigger wider safeguarding reviews or pattern recognition, but direct action may be limited unless sufficient information is provided.</p>	<p>IIHM Student Representative committee</p>
Staff	<p>Line Manager</p> <p>HR Partner/Senior HR Partner</p> <p>'Report A Concern'</p>	<p>Staff Grievance Policy</p>	<p>Can contribute to trend analysis and wider safeguarding interventions but may not result in individual action without identifiable details.</p>	<p>Employee Assistance Programme</p> <p>Line Manager</p> <p>HR Partner/Senior HR Partner</p> <p>Head of Student Services Ops (if a complaint relates to a student)</p>
Bystanders	<p>Confidential advice from Student Welfare or HR</p>	<p>Support to assist affected individuals with reporting</p>	<p>Information only but may inform targeted awareness campaigns or proactive prevention measures.</p>	<p>IIHM Student representative committee</p> <p>Employee Assistance Programme</p> <p>Line Manager</p>

				HR Partner/Senior HR Partner
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Making a disclosure

Making any type of disclosure can be hard, so it is important that the Reporting Party understands that they will be supported throughout the process and what the next steps would be.

For Students:

Students will be supported by specialist experienced Student Welfare Advisers in the Student Services team.

IHM will provide tailored support to:

- *Students who report unacceptable behaviour, harassment or sexual misconduct (Reporting Party)*
- *Students accused of unacceptable behaviour, harassment or sexual misconduct (Responding Party)*
- *Witnesses or others affected.*

When there is an allegation made against another student, contractor or visitor students have the following options on how to report:

IHM Student Welfare Team: *The IIM Student Welfare Team are trained staff members who are there to listen, guide, assist and support students with any personal issues they may have. There are specifically trained Student Welfare Advisers to support those reporting sexual misconduct. They offer a confidential service to support students. They can be contacted in various ways:*

Email: Grievancecell@iihm.ac.in other campuses use [director\(campus\)@iihm.ac.in](mailto:director(campus)@iihm.ac.in) or reach out to the Programme Leaders or director personally

Tel: campus numbers are available on <https://www.iihm.ac.in>

In person: via Student Services desk located at each campus (Student Committee Members)

The IIM Student Welfare Team are also the safeguarding officers, and their role is to be impartial, supportive and explain what options are available. If the complaint is against a member of staff, they will also guide students through the process in line with the HR procedures. The Welfare Adviser will act as an advocate for the student throughout any formal procedures and advise students to the most appropriate internal or external resources to support their wellbeing.

'Report a Concern' *is an online 24/7 reporting mechanism, where students and staff can report as 'identified' contact to receive the support they need, or 'anonymously'.*

Identified via Report a Concern: Students will be contacted by a specialist Welfare Adviser from the IIHM Student Welfare Team within 2 working days of reporting, who will discuss which immediate support options are available, both internal and external, and how the Reporting Party wishes to take the report further (informally or formally). They will support the Reporting Party through the whole process. Staff members will be contacted by the HR Team who will make contact to discuss support requirements.

Anonymous reporting via Report a Concern: If a student wishes to disclose anonymously, there is very limited action the College can take regarding what has been reported. However, if the college receives a number of anonymised reports about the same individual which identifies a pattern of behaviour, the College may then use this data to take appropriate action, which may involve a formal investigation, where this is appropriate.

Formal complaint: Students will be contacted via the Compliance Team who will inform you of the required evidence together with the stages of the Complaints Procedure. Students can contact the IIHM Students representative committee for support with completing complaint documentation or navigating the process.

Formal reporting can also be actioned via Email, in person or through Mail

Other communications (via face to face, telephone, email or third-party notification): All reports (with the exception of student reporting about a staff member) will be sent to the Student representative committee who will contact the Reporting Party within 2 working days of receiving a report either from the student or via a third party. They will discuss which immediate support options are available, both internal and external, and how the Reporting Party wishes to take the report further (informally or formally). They will support the Reporting Party through the whole process.

If required, in acknowledgement of the emotional impact such experiences can have, the appropriate team (e.g. IIHM Student representative committee/ IIHM Counselling team) can also support students by providing a supportive letter, so they do not have to provide details in support of an extenuating circumstances claim. In addition, if applicable, they can also assist with any move required.

Equally, the Student Welfare Team will reach out to the Responding Party, as IIHM recognises that all students may require support.

Whilst an investigation is ongoing, IIHM would expect confidentiality to be maintained by all parties until an outcome has been reached.

If students are unsure which route to take, they can seek advice from the IIHM Student Committee.

Where a student is also a member of the college staff, e.g. Student Ambassador, the decision about which process to use will be considered depending on the role in which they were operating at the time of the incident.

Other support includes:

IIHM Counselling

Academic adjustments if needed (e.g. extensions)

Assistance in reporting to police or accessing external agencies.

For Staff

Staff will be supported by their line manager (or appropriate senior manager) with guidance from the HR department and can access the Employee Assistance Programme to gain support. The process for staff is outlined in the Staff Dignity at Work policy and [Grievance Policy and Procedure](#).

'Report a Concern' is an online 24/7 reporting mechanism, where staff can report as 'identified' contact to receive the support they need, or 'anonymously'

Providing information to support a case

The College recognises how difficult it may be for the Reporting Party to share details of what has happened. IIHM will work with the Reporting Party to identify the most appropriate route for them to share this information, so that the College can understand and gather as much information as required about the incident in order to manage this appropriately.

Investigation Procedures

Investigations will be thorough, impartial, confidential, sensitive, and timely. They will include evidence gathering, witness interviews, careful analysis, and clear communication with all involved parties.

For students the College aims to complete initial assessment of reports within 5 working days and investigations within 30 working days. If an investigation takes longer, all parties will be informed of the reason for the delay and the expected completion date.

The College understands the importance that all parties (Reporting and Responding) are regularly kept up to date with the progress of the investigations, which will be actioned in a timely manner and both parties will be offered support throughout the process.

- *All parties will have an equal opportunity to present their evidence and respond to the allegations*
- *Be permitted to bring a supporter to the meetings (internal representative e.g. IIHM Student Representatives)*
- *Receive written communications and explanation of the decision taken.*

Outcomes or sanctions and how these will be shared

Where students' behaviour is not in accordance with the expected standards, this will be managed under the Student Disciplinary Regulations are in the Blue book provided to the students at the time of induction and available in the library, Exam control and Program Leader in case the book is lost.

Where staff members' behaviour is not in accordance with the expected standards, this will be managed under the Staff Disciplinary Procedure, which is available as a document with the HR Department.

If substantiated, this may result in formal action up to, and including, expulsion or dismissal and if required.

The College will take appropriate action for any vexatious or malicious allegations in line with the relevant staff and student disciplinary policies.

Outcomes will be proportionate and aligned to the severity and impact of the misconduct:

- **Informal Resolutions:** Mediation, behavioural contracts, informal warnings.
- **Formal Disciplinary Actions:** Documented warnings, suspension, expulsion (students), dismissal (staff).
- **Criminal Proceedings:** Immediate police referral and cooperation with criminal investigations in serious incidents.

For Students:

For **informal** disclosures the College will discuss with the Reporting Party what action they would expect in relation to the Responding Party. However, this would depend on the nature of the disclosure.

This could be:

- Offer of mediation between both parties concerned (both parties need to be in agreement)
- A member of staff to discuss and manage the concern raised with the Responding Party
- No further action to be taken
- Move to a formal complaint if informal action has not resolved the concerns.

For a **formal complaint** this would follow the Student Complaints Procedure.

For a report submitted by a student where the alleged behaviour is about a member of staff, this would be managed in accordance with the Staff Disciplinary Procedure.

In cases of sexual misconduct: At the conclusion of the investigation the investigator will confirm whether, on the balance of probabilities and having considered all the evidence, it is their finding that sexual misconduct has or has not taken place, and the broad reasons for this. If sexual misconduct has been found, the investigator will make recommendations about any appropriate remedial or disciplinary process and about any ongoing precautionary measures that may need to be implemented.

Where the student has breached the Student Code of Conduct or the Fitness to Practise policy has been followed (for a report of sexual misconduct where the alleged perpetrator is a student), at the end of the investigation, the investigator or Panel will confirm whether, on the balance of probabilities and having considered all the evidence, it is their finding that sexual misconduct has or has not taken place and the broad reasons for this. If sexual misconduct has been found, the investigator or Panel will agree which penalties will be applied. The investigator or Panel will agree to the appropriate penalties based on a full consideration of the details of the case and considering any mitigating factors or precedents set.

For a student on a regulated course subject to the Fitness to Practise regulations, a case may be referred to a Fitness to Practise Panel for the final outcome to be determined.

The College will provide as much information as possible to the Reporting Party at all stages of the investigation. This will include letting them know about any relevant precautionary measures that have been put in place and, if they have submitted a formal complaint, the approximate date that the investigation will be concluded.

The College will advise of the broad findings of the investigation, the outcome (i.e., whether or not the investigation has concluded that sexual misconduct has or has not taken place) and the broad reasons why this has been found. The College will advise Reporting Party regarding any ongoing and relevant precautionary measures.

Given that some elements of the investigation may include information that is very personal to other individuals named in the complaint, the College may not be able to disclose the full details of all aspects of the investigation, and may not be able to provide full details of any disciplinary penalties that have been issued, or any further disciplinary processes that may be taking place once a complaint has concluded. The Reporting Party will be informed of the outcome of the investigation.

Police Investigation

If a student is subject to a police investigation the College may or will:

- *Pause its own investigation until police proceedings have concluded. The College would expect the student to keep the College informed at all times or give consent for the police to disclose progress of their proceedings.*
- *Implement precautionary measures for the duration of an investigation.*
- *Continue to offer support services to both parties throughout the investigation.*
- *Resume its own procedures once the police action or if relevant court proceedings conclude, regardless of outcome.*

All relevant parties will be kept informed.

For Staff:

Any action taken will be in accordance with the Staff Disciplinary Policy.

Possible outcome:

Possible outcomes following a disciplinary hearing may be:

- *Informal resolution through initial action*
- *A formal disciplinary sanction e.g. a written warning*
- *Dismissal*

Any action taken will be confirmed in writing and where formal action has been taken, employees will have the right of appeal.

Precautionary Measures

Any precautionary measure taken by the College will be reasonable and proportionate and, in all cases, care will be taken to minimise any disruption to students' ability to engage with their learning and assessment as far as is deemed possible, or a staff member's right to natural justice and dignity at work.

For example, precautionary measures may include temporary reassignment of teaching responsibilities, changes to timetables, or temporary suspension. However, such measures do not presume guilt and will be implemented with the minimum disruption necessary to ensure safety and wellbeing of all parties.

Appendix A

Support

There is a wide variety of support available to both students and staff via the University, externally and via the Grievance redressal system.

Internally:

For Students:

Who	Where	Detail
Grievance Redressal – available on the web page https://iihm.ac.in/campus-life/grievance-redressal	Campus – Ahmadabad, Bangalore, Delhi, Hyderabad, Goa, Kolkata, IAM Kolkata and Pune	The address of the campus available at the official website of IIHM (International Institute of Hotel Management) is https://iihm.ac.in/campus-life/grievance-redressal
Security	In cases of emergency on campus 24/7	102, 1091, 14490,1930

For Staff

Who	Where	Detail
Security	In cases of emergency on campus 24/7	102, 1091, 14490,1930

Externally:

Who	Support	Detail
Rape Crisis	Connects survivors of sexual assault to police, hospitals, and One Stop Centres; Aks Foundation offers 24/7 crisis counselling.	NCW Women’s Helpline (14490) / Aks Foundation Womens Help Line - 1091
Outlive (Youth Suicide Prevention) / Sneha Suicide Prevention	Outlive focuses on urban youth suicide prevention; Sneha provides unconditional emotional support	Helpline (044-2464 0050)
Victim Support	DISHA offers legal and advocacy support for crime victims; Tele-MANAS is a government 24/7 mental health helpline	DISHA for Victims / Tele-MANAS (14416)
Support Line - Vandrevalla Foundation	Provides confidential emotional support and counselling, available 24/7.	Helpline (+91 9999 666 555) / Jeevan Aastha (1800 233 3330)

Helpline	Dedicated lines for stalking, obscene calls, and harassment	Police Helpline (1096) / NCW Helpline (14490)
Revenge Porn	Victims of intimate image abuse can report to cyber cells and NCW for redressal.	Cyber Crime Helpline (1930) / NCW Complaint Portal
Naz Foundation / Humsafar Trust	NGOs offering support for LGBT+ individuals facing hate crime, domestic abuse, or sexual violence	+91 9892940966 <ul style="list-style-type: none"> • 011-46016699 ✉ Email: info@humsafar.org

APPENDIX B

Relevant IIHM Policies

POLICY	
Cause for concern policy (Students)	Documented in the Blue Book that is given to the students at the time of Induction. It's a hard copy, available to the students in the library, with the exam control and Program Leader.
Code of Conduct (Students)	
Complaints procedure policy (Students)	Along with the documented information, training is also provided to the students and staff through guest lectures or inhouse subject matter experts and grievances committees.
Dignity at Work policy and procedure (Staff)	
Disciplinary regulations (Students)	Equivalent appendices to list a) available support and b) relate policies. https://docs.google.com/document/d/1ye8VOzar_hSIOMBhRNTnYxGiveuLkUhZGj8sPLJ1WvQ/edit?usp=sharing
Disciplinary policy and procedure (Staff)	
Equality, Diversity and inclusion	
Grievance policy and procedure (Staff)	
Fitness to practise (Students)	
Fitness to study (Students)	
Student Mental Health Policy	
Safeguarding policy	
Social media guidelines (Students)	
Social media policy (Staff)	
Staff/student relationships policy	