



Gabriel Raphael  
By email

Reference: FOI-2020-455

29 July 2020

Dear Mr Raphael,

Your request was received on 1 July 2020 and I am dealing with it under the terms of the Freedom of Information Act 2000 ('the Act').

You asked:

*Please release the number of formal written complaints the University has received over the last five years under section 6 of the Dignity at Work Procedure set out at <https://www.hr.admin.cam.ac.uk/policies-procedures/dignity-work-policy/procedure> Of those complains made, please reveal how many have ended with each of the possible outcomes set out in sections 10-12 of the same procedure. If the numbers are sufficiently large that it would not endanger individuals' identities, please also break down these figures by the organisational units of the University (schools/departments) as appropriate.*

The requested information is attached. Possible outcomes of the procedure are 'no case to answer' (section 11) or 'case to answer' (Section 12). Section 10 of the procedure (Action by the Head of Institution) is not a possible outcome, but part of the procedure.

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If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request an internal review of this decision, you should contact us quoting the reference number above. The University would normally expect to receive your request for an internal review within 40 working days of the date of this letter and reserves the right not to review a decision where there has been undue delay in raising a complaint. If you are not content with the outcome of your review, you may apply directly to the Information Commissioner for a decision. Generally, the

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[www.cam.ac.uk](http://www.cam.ac.uk)

Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by the University. The Information Commissioner may be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (<https://ico.org.uk/>).

Yours sincerely,

Zoe Allwood