



# UNIVERSITY OF CAMBRIDGE

Disability Resource Centre

## Concern, Incident, Matter Report (CIMR) Guidance Notes

### 1. Purpose

The CIMR process is designed to provide Disability Resource Centre (DRC) staff and Non-Medical Assistants (NMAs) with a practical and formalised route to record any concern, incident or matter (defined in section 4) which may arise during the course of their duties, or in relation to their DRC-related work. The process allows action to be taken by the appropriate individuals.

### 2. Usage

The CIMR will be used by all DRC staff, as well as NMAs such as specialist 1:1 study skills tutors and mentors.

Completed forms should be submitted to the Head of Centre, preferably via email, flagged as 'high importance'. Emails should be sent to the [disability@admin.cam.ac.uk](mailto:disability@admin.cam.ac.uk) email address to ensure the message is picked up as a matter of urgency. Paper copies should be addressed to the Head of Centre and handed into the DRC Front Desk. The Head of Centre will log the form (against the student's record and Maximizer) and determine what, if any, further action is required.

Copies of the form can be accessed via the NMA pages of the DRC website <http://www.admin.cam.ac.uk/univ/disability/nma/currentnma/>, or for DRC staff from the company library on Maximizer and on the K Drive.

Completing the form is important even if the matter does not appear to be of great importance at the time, as it will act as a record which can be referred to should the need arise at a later stage. In most situations follow up action on behalf of the DRC is taken by the Head of Centre or nominated individuals.

Any concern or incident which relates to the health and safety of an individual or that of others must be reported to the Head of Centre, or DRC Operations Manager, immediately. **If this occurs out of normal working hours and immediate action is required contact must be made with the College of the student concerned.**

Any further action taken will be documented in the CIMR Follow-up Form, which will be completed by an individual nominated by the Head of Centre when determining the follow-up action required (e.g. the student's Disability Adviser).

### 3. Notes on completion of the CIMR

The CIMR is designed to be easy to use. The CIMR does not require a signature, just the name of the reporting individual.

**'Action taken to resolve the CIM'** is any immediate action taken by the reporting individual, either at the time of the CIM or in direct response to the CIM (e.g. sending an email).

#### **4. Definition of Terms**

A **concern** would be any instance where the reporting individual has a concern about the student's welfare or the welfare of others, e.g. the student appears distressed or makes a comment to the reporting individual that is cause for concern. A **concern** would usually require urgent attention.

For example, during a support session a student displays behaviour and/or makes comments which suggest that they may be considering harming themselves.

An **incident** would be any accident or behaviour that the reporting individual feels was either inappropriate or cause for alarm. An **incident** would usually require urgent attention.

For example, during an assessment a student makes an inappropriate or suggestive remark which makes you feel uncomfortable.

A **matter** would not usually require urgent attention, and would be any instance where the student asked a question that the reporting individual was unsure how to answer, or where to direct the student to (e.g. a query regarding examination access arrangements).

For example, it comes to your attention that a student's personal circumstances in relation to their disability do not appear to have been considered during an academic appeal.

#### **5. Questions/Clarification**

If you require any further information or have any questions regarding the CIMR process please contact John Harding, Head of the DRC, via the main DRC email address [disability@admin.cam.ac.uk](mailto:disability@admin.cam.ac.uk) .