

Responding to Experiences of Islamophobia/Anti-Muslim Hate: Support for Muslim Students at Durham University

Durham University is a multi-cultural, international community that is committed to ensuring that all its members can participate fully in its rich academic and social life. Sadly, as with other universities in the UK, there are sometimes incidents in which individuals experience exclusion, intimidation or abuse because they are Muslim. Such experiences of Islamophobia/Anti-Muslim Hate are unacceptable. The University has adopted the All-Party Parliamentary Group on British Muslims' working definition of Islamophobia/Anti-Muslim Hate and is committed to taking effective action to combat Islamophobia on campus.

In this short guide produced by **Durham University's Islamic Society** with the **University's Chaplaincy Network**, sources of support for students are identified as well as procedures for reporting Islamophobic incidents.

To whom can I talk if I experience an Islamophobic incident?

- **Trusted friend** – we encourage you to speak first with a trusted friend who will listen sensitively, help you to make sense of the experience and consider whether you wish to report it and seek support
- **Islamic Society (ISoc)** – ISoc provides social events for Muslim (and non-Muslim interested) students at Durham University, including Iftars during the month of Ramadan. ISoc also manages the University's two Islamic Prayer Room spaces in Durham, organises Jumu'ah, and maintains the prayer timetable. ISoc Executive members can offer peer support and solidarity to individuals who have experienced Islamophobic incidents, and have brothers and sisters Welfare Officers trained to respond to anti-Muslim hate incidents. They are also able to signpost to formal support:
Instagram: @duisoc
Email: islamic.society@durham.ac.uk
- **Muslim Chaplain – Dr Mahshid Turner** is the University's Muslim Chaplain and a member of the Chaplaincy Network. She provides a listening ear, support and signposting – email: m.f.turner@durham.ac.uk
- **Imam – Ibrahim Elsayed** is the University's Imam (Islamic Prayer Leader) and also a member of the Chaplaincy Network. He provides a listening ear, support and signposting – email: ibrahim.n.elsayed@durham.ac.uk
- **Bullying & Harassment Support Advisors** – the University operates a network of Bullying and Harassment Support Advisors who are available to students. Advisors provide impartial and confidential guidance, helping students understand what options and services are available to them. Students can contact an advisor directly, or through the Report & Support Tool by submitting a report. Further information is available through the [CBHAN SharePoint Site](#)

To whom in the University can I report an Islamophobic incident?

- **College Student Support** – as with many issues, your college student support office is a primary source of formal support. These teams vary from

college to college – the relevant staff contact for your college can be found at [Colleges \(sharepoint.com\)](https://sharepoint.durham.ac.uk/Colleges)

- **Report & Support Tool** – this online tool provides a centralised platform for reporting (anonymously or with contact details) a number of different types of incidents: bullying and harassment, hate incidents, sexual misconduct and violence, and domestic abuse. The tool contains information on internal and external sources of support. Reports with contact details will be assigned to a dedicated member of staff who will contact the reporting party within 24 hours or the next working day, where possible – <https://reportandsupport.durham.ac.uk/>
- **Student Conduct Office** – the Student Conduct Office oversees the investigation of allegations of harassment, bullying and sexual misconduct and violence. This includes Islamophobia and other racist and hate incidents. The Student Bullying & Harassment Procedure explains how the University deals with this type of complaint. Please email the Student Conduct Office at student.cases@durham.ac.uk if you would like advice or information in relation to making a complaint or if you have made a complaint and you are not happy with the response. See also <https://www.dur.ac.uk/colleges.se.division/pvcoffice/conductteam/>

To whom outside of the University can I report an Islamophobic incident or seek support?

- **Police** – if you have witnessed or experienced an Islamophobic incident and wish to report it to the Police, you can report a hate crime at [How to report hate crime | Durham Constabulary](#). This is the quickest and easiest way to report an incident and will also provide advice and support. You can also call the Police on the non-emergency telephone number 101. In an emergency, please call 999
- **Tell MAMA** – Tell MAMA or Measuring Anti-Muslim Attacks (MAMA) is a secure and reliable service that allows people from across England to report any form of Anti-Muslim abuse – <https://tellmamauk.org/>. National telephone number: 0800 456 1226
- **Muslim Youth Helpline** – Muslim Youth Helpline is a specialist provider of mental health services for young Muslims – see <https://myh.org.uk/>