

Notification of potential missing student

If a parent, guardian or friend contacts the University expressing concern about a student's whereabouts, staff should report the matter to the Student Experience Team (ask@regents.ac.uk) immediately. The Student Experience Team will then make reasonable checks to ensure the student is safe and well. Whilst being empathetic to the situation, **staff must not disclose information about the student, even where that relates to attendance, without the student's consent and/or in accordance with data protection legislation.** It is important to note that we will only follow this protocol if we have good reason to believe the student is a cause for concern, a student disengaging from studies or not responding to communications will not be deemed a cause for concern.

If the parent, guardian or friend wishes to seek further support or take action, they can be signposted to the national charity [Missing People](#), which offers practical and emotional assistance to those concerned about someone's safety.

If a concern arises outside normal working hours, contact Security by dialling 7777 (internal) or 020 7487 7700 (external). Security will escalate the matter to the Emergency Facilities Manager (EFM), who will notify the Major Incident Manager (MIM), if appropriate. Please see the Major Incident Manager Process (Appendix 3).

If the student in question is below the age of 18, this must be immediately escalated to the Head of Student Experience & Wellbeing (or delegate if unavailable).

In emergencies, Regent's staff may contact the student's Wellbeing Contact and Next of Kin if there is serious concern for their safety—for example, where the student is hospitalised or poses a danger to themselves or others. See the [Safeguarding & Managing Student Risk Policy](#) for further information. This should not be done without consultation with the Head of Student Experience & Wellbeing.

If a fellow student reports that someone is missing:

- Check what steps they have already taken
- Offer reassurance and explain that their concern will be followed up appropriately
- If you know the student is safe, thank the reporting student and explain that you cannot share personal details
- If the reporting student is distressed, signpost them to Student Wellbeing & Disability(wellbeingdisability@regents.ac.uk) or to [Missing People](#) directly
- Consult the [Cause for Concern Guidance](#) for supporting students in distress.

Staff Guidance: Missing Students

- If the reporting student contacts the police independently, make a factual note of this in the CRM system
- Confidentiality should always be maintained.

Explaining University Policy to Callers

Staff such as the Student Experience Team who regularly handle calls from concerned relatives or friends may find the following guidance helpful:

“Thank you for calling. My name is [Name], and I work at Regent’s University London as [Role]. Under data protection legislation, I am unable to confirm whether an individual is a student or to share personal details. However, if you would like to tell me about your concerns, I can explain the steps the University would normally take in such circumstances.

After listening to the caller, reassure them that their concern will be treated seriously. You may:

- Offer to pass a message to the student
- Arrange for the Student Wellbeing & Disability Team to make discreet enquiries
- Record the details in the CRM for appropriate follow-up
- Take the caller’s name and contact details but avoid promising a call back unless necessary. If the caller remains dissatisfied, you may refer them to your line manager.
- Confidentiality should be always maintained.

Actions by Student Experience Team

If contacted about a potential missing student, the Student Experience Team should begin by carrying out basic checks to determine whether the student has simply disengaged or if there may be cause for concern. This may include:

- Reviewing attendance records in SEAtS
- Contacting the student’s Academic Advisor or Course Leader
- Liaising with Reid Hall if the student lives in university accommodation
- Attempting direct contact with the student via email or phone
- Making discreet enquiries with trusted friends, housemates, or peers
- Reviewing publicly available social media activity for signs of wellbeing
- Completing the Risk Assessment detailed below (Appendix 2)

These actions should be carried out sensitively and without causing unnecessary alarm. Confidentiality should always be maintained.

Where a member of the Student Experience Team has been unable to contact a student, they may leave a message at the student's home address asking the student to get in touch with the ASK Centre. If a parent or guardian responds to such a message, the Student Experience Team should provide reassurance without breaching confidentiality.

Important: Do not contact parents, next of kin, or other third parties outside the University at this stage

Escalation to the Head of Student Experience & Wellbeing

If the student remains uncontactable after initial checks, the Student Experience Manager should complete the Managing Missing Student Risk Assessment (Appendix 2).

If the risk assessment indicates a high-risk case, the manager must inform the Head of Student Experience & Wellbeing and Security immediately. The Head of Student Experience (or their nominee in the instance where it is not possible for the HoSEW to do so) will convene a case conference and coordinate the institutional response, which may include

- Contacting the student's accommodation provider for further information
- Requesting assistance from Security, Learning Technology, or ITSD to obtain electronic evidence of recent activity
- Identifying last known contacts or behavioural changes that may help establish the student's wellbeing or location

If, following this review, there are reasonable grounds to be concerned for the student's welfare, the Head of Student Experience & Wellbeing (or their nominee) may contact the student's Wellbeing Contact or Next of Kin in line with university policy.

Reporting the Student as Missing

If the student's location and wellbeing cannot be verified after reasonable checks, the Head of Student Experience & Wellbeing (or their nominee) will report the student as missing to the Police and/or relevant Embassy.

The Head of Student Experience & Wellbeing (or their nominee) will act as the University's main point of contact for the student's next of kin and external agencies unless an alternative senior contact (e.g., Head of School or Director of Programme) is deemed more appropriate

The following individuals must be informed:

Staff Guidance: Missing Students

- Associate Provost (Student Experience & Academic Services)
- Head of Registry
- Head of Student Immigration & Compliance
- Head of School
- Provost & Deputy Vice-Chancellor
- Director of Estates and Facilities

This ensures consistent handling of any internal or external enquiries.

Liaising with the Charity Missing People

[Missing People](#) is a UK-wide charity that offers 24-hour emotional and practical support to anyone concerned about a person's safety. Staff or concerned individuals can contact them at any stage for guidance, and they can assist in making a police report if required.

Communicating with Families and Friends

University staff must not share personal information about a student with third parties—including parents, guardians, spouses, siblings, or friends—without explicit consent from the student, except in genuine emergencies.

Under the UK General Data Protection Regulation (GDPR) and [Regent's Data Protection Policy](#), the University has a legal duty to protect student privacy. In limited cases, where consent has been granted and disclosure is deemed necessary for the student's welfare, communication may be permitted.

The Head of Student Experience & Wellbeing will be the point of contact for communications in such circumstances.

Supporting the Student Once Found

When a student is located and confirmed safe, their Head of School and Course Leader should be notified. The Head of Student Experience & Wellbeing or their nominee will continue to liaise with the family and police and update any relevant parties.

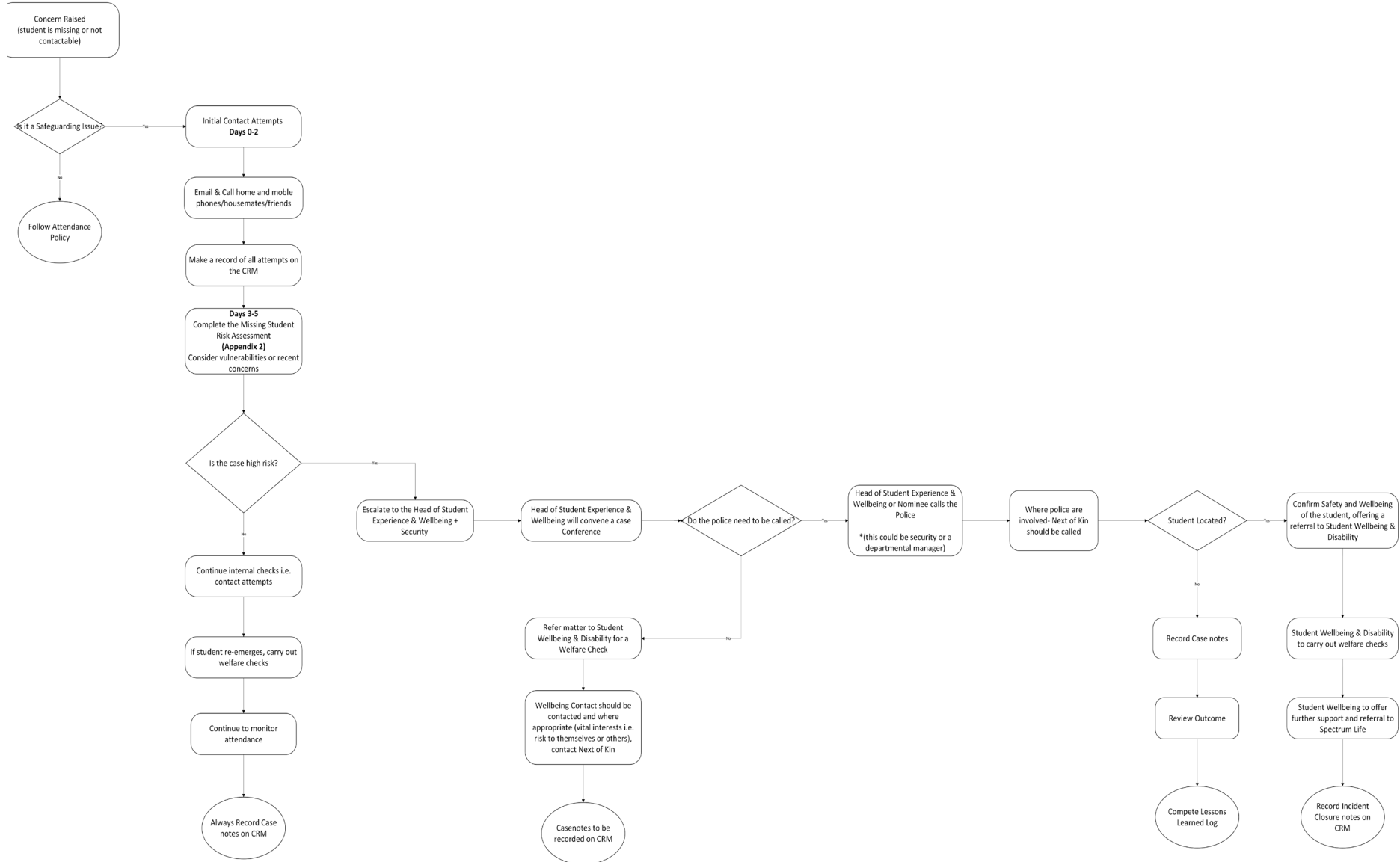
The Student Wellbeing & Disability Team will contact the student to arrange a meeting, offer emotional support, and provide signposting to external support services such as Spectrum Life. All follow-up actions will be recorded confidentially within the University's CRM system.

Staff Guidance: Missing Students

The student's Student Experience Officer should also meet with the student to discuss [Regent's Attendance Policy](#), including how to notify tutors of absences.

In instances where a student is not found, The Head of Student Experience & Wellbeing will act as both the family and the Police liaison.

Staff Guidance: Missing Students



Appendix 2
Missing Student Risk Assessment

This document should be completed as fully as possible by the departmental Manager and then shared with the Head of Student Experience & Wellbeing.

Name of person completing the risk assessment: _____

Date form was completed: _____

Name of and student number of the student reported as missing:

RISK FACTOR	Is this risk factor a current concern? Yes or No	Comments and / or evidence to support your judgement
Student is U18		
Student has prescribed essential medication or requires urgent medical treatment.		
Student has exhibited suicide thoughts, suicide behaviours or self-harm immediately prior to going missing.		

<p>Student has not attended classes or has not submitted their assessments by the deadline to do so.</p>		
<p>Student's ability to remain on the course is being managed via the Fitness to Study Policy this appears to be an escalation of an ongoing situation</p>		
<p>Student has exhibited unusual and unexplained behaviour prior to disappearance</p>		
<p>Student was known to be under significant influence of alcohol or drugs immediately prior to going missing.</p>		
<p>Student has made a threat of direct harm to another person prior to going missing.</p> <p>Details of the threat and potential victims must be identified in any report to the police.</p>		
<p>Student has difficulties in ability to interact safely</p>		

<p>with others or in an unknown environment, e.g.</p> <p>Disability, Visual Impairment, SpLD</p>		
<p>Student has been subjected to bullying or harassment, e.g. racial, sexual, immediately prior to them going missing.</p>		
<p>Student was involved in a violent incident immediately prior to going missing.</p>		
<p>Student has no history of running away and no direct contact can be made.</p>		
<p>Severe weather conditions exist, and sustained exposure would seriously increase risk to health.</p>		
<p>Suspicion of abduction</p>		

APPENDIX 3

Major Incident Management Process