

Campus Resolve

Working with Campus Resolve: a brief capability note

WHO I AM

I'm Jenny Gradwell, founder of Campus Resolve. I have worked in higher education for over 20 years, with 10 years specialising in student casework and 5 years conducting serious and sensitive investigations. I am an accredited member of the Association of Higher Education Professionals (AHEP), a former OIA liaison delegate and current Lead Investigator for a Russell Group university, and a member of the OIA steering group that developed the Good Practice Framework section on harassment and sexual misconduct.



My training includes ACAS investigation, trauma-informed investigation methodology, a Skillsfirst certificate in investigative interviewing, restorative justice practice, and disciplinary panel chairing. I speak regularly at national higher education conferences on investigation and casework policy and practice.

WHAT I DO

I carry out independent investigations on behalf of UK universities, primarily in cases involving sexual misconduct, harassment, and hate. I also deliver trauma-informed investigation training for university staff, and provide consultancy to institutions reviewing their investigation, disciplinary, appeals, and complaints frameworks.

EXPERIENCE

Over the last five years I have conducted more than 50 serious and complex investigations, drawing on work in-house at a Russell Group university and through Campus Resolve. Cases have included:

- Sexual misconduct investigations involving students and staff
- Harassment and bullying cases — both student-facing and staff-facing
- Hate incidents and discriminatory conduct cases
- Multi-complainant investigations and cases involving legal representation

I have direct experience navigating the OIA Good Practice Framework and the OfS conditions of registration, including Condition E6. My reports are written to withstand scrutiny at OIA review or complaint stage.

INDEPENDENCE AND PROFESSIONAL STANDARDS

With Campus Resolve I operate as an independent investigator. The practice is deliberately small: I lead every engagement personally, and any wider senior input is agreed with you in advance and covered by the same arrangements. Before accepting any commission, I will confirm if I consider that any conflict of interest exists. All investigations are conducted in line with relevant regulatory and procedural requirements.

DATA SECURITY AND CONFIDENTIALITY

I understand that investigations involve handling and processing the most serious and sensitive of data. All case-related documents and correspondence are held within Microsoft 365 (OneDrive, SharePoint, and Exchange Online), with data residency configured for the UK/EU region. No personal data is processed or stored outside the United Kingdom.

My technical and organisational security measures include:

- AES-256 encryption for data at rest; TLS 1.2/1.3 for data in transit
- Multi-factor authentication (Duo Security) on all accounts
- Device encryption (BitLocker/FileVault) on all devices used for casework
- Role-based access control limiting data access to authorised investigators only
- Interview recordings deleted immediately after transcript approval to minimise retention

In the event of a personal data breach, I will notify the commissioning institution within 48 hours. I am happy to enter into a Data Processing Agreement with your institution prior to commencing work; a standard DPA is available on request. I am registered with the Information Commissioner's Office with registration number ZC138401.



INSURANCE

Campus Resolve holds professional indemnity insurance and public liability insurance, each to the value of £5,000,000, underwritten by HDI Global Specialty SE and Great Lakes Insurance UK Limited through Chiswell Insurance. The current policy (reference CHBS5463603XB) runs from 20 March 2026 to 19 March 2027. Certificates are available on request.

WORKING WITH ME

Most commissions begin with a brief scoping call to discuss the case, agree timescales, and confirm there is no conflict of interest. I will then provide a written proposal and fee estimate before any work begins. I am responsive, I communicate clearly throughout an investigation, and I will always flag concerns about process or timescales as soon as they arise.