



Dignity at Work Policy

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The Trust will not tolerate unlawful discrimination on the grounds of the protected characteristics of: age, disability, race, nationality, ethnic or national origin, gender, pregnancy or maternity, marriage or civil partnership, religion, beliefs, sexual orientation and gender reassignment. The Trust will not tolerate unfair discrimination on the basis of spent criminal convictions, Trade Union membership or non-membership, HIV status, political affiliation, domestic circumstances and social and employment status. In addition, the Trust will have due regard to advancing equality of opportunity between people from different groups and foster good relations between people from different groups.

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1. Policy Statement

- 1.1 East of England Ambulance Service NHS Trust (the Trust) recognises that all of its employees have the right to a working environment free from any form of harassment and to be treated with dignity and respect. Bullying and / or harassment are not acceptable. Furthermore, the Trust expects its managers to support the policy by dealing with concerns and complaints relating to harassment immediately, seriously and sensitively.
- 1.2 The Trust fully supports the rights and opportunities of all people to seek, obtain and hold employment without discrimination, as described in the Equal Opportunities, Equality, Diversity and Human Rights Policy
- 1.3 The Trust will ensure that all reports of such conduct will be dealt with immediately, seriously and sensitively.
- 1.4 The Trust also recognises that our working environment and relationships are characterised by camaraderie and humour, and does not seek to harm the beneficial effects of friendly behaviour which is welcome and mutual. The essential characteristic of discrimination and harassment is that they are unwanted by the recipient, and it is such unwanted behaviour that will not be tolerated by the Trust.

2. Scope

- 2.1 This policy covers behaviour(s) which occur at work* and applies to:
- all employees and workers of the Trust,
 - volunteers,
 - contractors and employees of other organisation who are on site, and
 - visitors and patients at the point of service delivery.

**For the purposes of this policy, the term “at work” encompasses any place where the occasion can be identified with the requirements of the Trust, with social events linked to the Trust as well as any place where, or occasion when, NHS care is delivered.*

- 2.2 The procedure contained within this policy will be applied to address all cases where there has been an allegation of harassment, bullying or victimisation, or any unacceptable behaviour which would seem to undermine the efforts and values of the Trust in striving to promote dignity at work.
- 2.3 Employees should be reminded that personal relationships in work or otherwise should not impact upon their professional delivery of service, others' ability to do so, and/or the day to day running of the Trust. Individuals should ensure that they remain professional and behave with integrity to ensure mutual respect is maintained at all times.
- 2.4 This procedure does not apply to:
- complaints by employees against patients, visitors or employees of other organisations for which a separate Violence at Work Policy exists.
- 2.5 This Dignity at Work policy and procedure does not apply where another Trust policy applies.

3. Access to the Procedure

- 3.1 All employees are entitled to access this policy which is located in the HR Policies and Procedures Folders and/or on the Trust's Intranet. However, if you require this policy in any other format please seek guidance from the Human Resources Department, your line management or trade union representative.

4. Sources of Support and Advice

- 4.1 The Trust appreciates that it may take a great deal of courage for employees to come forward if they are being, or have witnessed, bullying, harassment or victimisation. However, the Trust wishes to encourage employees to come forward in such instances as it is only by standing up to and confronting this type of behaviour that it can be eradicated.
- 4.2 It is recognised that a complaint of bullying or harassment or inappropriate behaviour is likely to be a distressing experience for all parties involved. Accordingly, a support network is available to help members of staff who find themselves in these circumstances it may be helpful to discuss the situation in confidence with someone to decide the best approach. In this respect any one or more of the following may be contacted:
- Line or senior manager
 - Member of the human resources department
 - Trade union, staff organisation or professional association representative
 - Employee Welfare Officers can be allocated by the Trust

- 4.3 The Trust has in place the following support mechanisms available to both the complainant and the alleged harasser:
- Mediation
 - Conciliation
 - Counselling /Employee Assistance Programme (EAP)
 - Employee Welfare Officers can be allocated by the Trust
- 4.4 In addition, there are external organisations that can give confidential advice for example the Equality and Human Rights Commission and ACAS. Further examples are included in Appendix A
- 4.5 Precautions will be taken to ensure that any person bringing a complaint of bullying, harassment or victimisation to the Trust's attention is protected from further incidents/victimisation, as a result of doing so.
- 4.6 Deliberate non-action or failure to act appropriately over reported incidents of harassment may result in disciplinary action.

5. Confidentiality

- 5.1 The aim of the Trust will be to maintain confidentiality. However, this can only be the case when doing so is compatible with thorough investigation and effective handling of each case. This means that there may be occasions when, for example, the necessity to conduct a fair and thorough investigation may mean that details need to be disclosed. This will only be done with the consent of the complainant.
- 5.2 The Trust will however, take care to protect the interests of both the complainant and the alleged perpetrator.
- 5.3 All information at any stage of this procedure, whether it is written or verbal information, must be treated as confidential information by all parties. Failure to do so may result in disciplinary action being taken.
- 5.4 All records should be kept by all parties in accordance with the Data Protection Act 1998. The Data Protection Act gives individuals the right to request and have access to certain personal data.

6. Definitions

6.1 Harassment

Harassment is defined as “un-reciprocated or unwanted conduct that is offensive to the recipient, and which affects the dignity of men and women at work.” It is the recipient's definition of the conduct or behaviour that is unwanted or unacceptable, and may include suggestive remarks, gestures or actions, associated with the following:

- Race, ethnic origin, nationality, skin colour or language
- Political convictions
- Trade Union Beliefs

- National or Social origin
- Sex or sexual orientation
- Gender and / or gender re-assignment
- Religious convictions
- Disability, sensory impairments or learning difficulties
- Age
- Real or suspected infections
- Status as criminal ex-offenders

Harassment can take many forms:

- the use of threatening, abusive or insulting words;
- displaying any writing, sign or other visible representation which may include e-mail, photographs or graffiti, which is threatening, abusive or insulting;
- physical threats or assault;
- unwanted gifts and practical jokes at another's expense;
- unwanted conduct of a sexual nature, such as, unwelcome physical, verbal or non-verbal conduct;
- open hostility in the workplace;
- unfair allocation of work and responsibilities;
- exclusion from normal workplace conversation or social events

This list is not exhaustive, but merely demonstrates the range of inappropriate and offensive behaviours that may constitute harassment.

Whatever form the harassment takes, whether it is close physical contact, verbal abuse, written in letter or note form, or through the use of information technology such as e-mail, social media, it is the recipient who determines what behaviour is acceptable to them and what they regard as offensive.

The Protection from Harassment Act 1997 came into force on 16 June 1997. The Act makes harassment both a civil tort (a "wrong" that can be sued upon by an individual) and a criminal offence. Victims of harassment can call upon the Police to investigate instances of harassment, and/or can bring proceedings in the Courts for damages. For a criminal offence, the maximum sentence is 6 months imprisonment and/or a fine.

6.2 Racial Harassment

Racial harassment can take the form of:

- racial abuse,
- racially explicit derogatory statements,
- offensive jokes,
- racist graffiti,
- display of racially offensive material,
- derogatory comments about appearance or customs,
- offensive behaviour and any other form of verbal, written or physical abuse that is on the grounds of a person's race, ethnic origin, nationality or skin colour.

6.3 Sexual Harassment

- unwanted verbal or physical advances,
- unwanted physical conduct of a sexual nature,

- unwanted physical contact including unnecessary touching,
- sexually explicit verbal or written derogatory statements or discriminatory remarks,
- leering,
- suggestions of or demands for sexual favours,
- continued suggestions for social activity outside the workplace after it has been made clear that such suggestions are unwelcome,
- suggestive remarks, innuendoes, jokes or lewd comments,
- the display of pornographic or sexually-suggestive pictures, and
- any other form of offensive behaviour which is on the grounds of an individual's gender or sexual orientation.

6.4 Bullying / Intimidation

Bullying, or intimidation, is defined as “the unwanted behaviour, mentally and physically, one to another, which is based upon the unwarranted use of authority or power” associated with all work relationships. (National Terms and Conditions Section 32)

Examples of bullying:

- Uncalled for, or unjustifiable criticism, particularly in front of others;
- Repeated humiliation or ridicule;
- Refusing to speak to someone, or using a third party to communicate;
- Excessive supervision or monitoring;
- Undermining an individual's decision;
- Removing responsibility and constantly giving individuals trivial or menial tasks;
- Repeatedly taking the credit for other people's work;
- Knowingly withholding information which an individual requires in order to do their job effectively;
- Setting individuals up to fail with impossible deadlines;
- Repeatedly refusing reasonable requests for time off;
- Deliberate exclusion from social events
- Singling an individual out to become the object of distasteful jokes;
- Subjecting individuals to personal insults;
- Threatening an individual(s);
- Knowingly invading an individual's space in order to intimidate them.

This is not an exhaustive list.

6.5 Victimization

Victimization occurs when one person is treated less favourably than another person because they have:

- Made formal/informal complaint to the Trust
- Provided evidence during the internal investigation process
- Provided evidence at a Disciplinary Hearing
- Provided evidence at an Employment Tribunal
- Undertaken Union activities (Trade Union and Labour Relations (Consolidation) Act 1992) Including raising any Health and Safety concerns.

- Brought proceedings under the Sex Discrimination Act, Race Relations Act or the Disability Discrimination Act
- Given information to the Equal Opportunities Commission.
- Made allegations that someone has acted unlawfully under the Equality Act 2010.
- Provided information under Whistleblowing

N.B Hereinafter when the policy refers to harassment* (supported by an “*”), the use of the definition shall refer to harassment, bullying / intimidation or victimisation.

7. Early Intervention - Mediation

- 7.1 A team comprising of trained internal mediators from HR and staff side who have had ACAS and/or CIPD training. This team will be used to establish the appropriateness of mediation as an initial response to the receipt of a formal dignity at work complaint.

8. Effects of Harassment*

- 8.1 Failure to deal with harassment and bullying can have very serious consequences for individuals and the organisation. Harassment or bullying may make people unhappy, may cause them stress and affect their health and family and social relationships, may affect their work performance and could cause them to leave their job. Severe cases of harassment and bullying can even lead to mental illness and suicide. Effects on the organisation can include loss of morale, poor work performance, increased turnover of staff, legal claims and damage to the organisation's reputation. Employees found guilty of harassment or bullying may face disciplinary penalties, up to and including dismissal, could be personally liable to pay compensation in legal claims, and may find their own family and social relationships are adversely affected. Serious harassment may be a criminal offence.
- 8.2 The organisation will not tolerate bullying and harassment of any kind. All allegations of bullying and harassment will be investigated and, if appropriate, disciplinary action will be taken. The organisation will also not tolerate victimisation of a person for making allegations of bullying or harassment in good faith or supporting someone to make such a complaint. Victimisation is a disciplinary offence.

9. Responsibilities

- 9.1 This Policy requires the commitment and understanding of all employees at every level within the Trust, and all have a responsibility to understand the standards of behaviour expected of them.
- 9.2 The Human Resources Department is responsible for keeping the provisions within this policy in line with employment legislation and best practice people management principles.

9.3 Managers, HR and trade union representatives are responsible for providing advice and guidance to employees on the application of this policy and procedure. Managers particularly have a responsibility to:

- set the standards of acceptable behaviour expected of employees;
- uphold and promote the Trust's value of respect for others;
- first assess whether an initial informal approach is appropriate;
- ensure that their own behaviour could not be construed as personal harassment by acting with fairness and equity;
- ensure that the processes contained within this policy are adhered to;
- use their judgement to correct standards of conduct or behaviour which could be seen as harassment; and to
- promote the Dignity at Work Policy and remind employees of the standards required.

9.4 Employees have a responsibility to:

- treat others with dignity and respect at all times;
- uphold and promote the Trust's value of respect for others;
- take the necessary steps to prevent future occurrences of unacceptable behaviour if they experience or witness such behaviour by taking informal action or by reporting the incident to their line manager and/or the Human Resources Department;
- accept their personal involvement in the practical application of this policy;
- not bring or support malicious claims.

9.5 Management and trade union representatives are responsible for bringing any mutually beneficial improvements to this policy to the attention of the Trust.

9.6 In cases where the alleged harasser manages the complainant, complaints or issues should be raised with the next manager in their reporting line or a member of the Human Resources team.

10. Managers

10.1 Managers should also demonstrate exemplary behaviour and commitment to the prevention and elimination of harassment in the workplace. Within any organisation it is necessary for managers to be able to manage their staff in a fair and consistent manner and be able to carry out their duties without threat of ill-intentioned or malicious complaints. It is therefore important to distinguish between firm, fair management and bullying or harassing behaviour.

10.2 Because of differences in perception, it is often difficult to differentiate between firm, fair management and bullying and harassment. However, the following useful comparisons have been developed to highlight some general disparities:

Firm/Fair Manager	Bullying/Harassing Manager
<p>Consistent and fair</p> <p>Determined to achieve best results, but reasonable and flexible</p> <p>Knows their own mind but is willing to consult with colleagues and staff before drawing up proposals</p> <p>Insists upon high standards of service and behaviour within the team. Will discuss, in private, any perceived deterioration before forming any views or taking action and does not apportion blame on others when things go wrong</p> <p>Asks for people's views, listens and assimilates feedback</p>	<p>Aggressive, inconsistent and unfair</p> <p>Unreasonable and inflexible</p> <p>Believes that they are always right, has fixed opinions, believes they know best and are not prepared to value other people's opinions</p> <p>Insists on high standards of service and behaviour, but blames others if things go wrong. Loses temper regularly, degrades people in front of others, threatens official warnings without listening to any explanation</p> <p>Tells people what will be happening, does not listen to the view of others</p>

10.3 Managers at every level of the organisation have a responsibility to lead by example and to behave towards their staff in an appropriate and professional manner, and not to go beyond the bounds of managerial authority to achieve objectives.

11. Procedure for Resolving Issues and Complaints

11.1 Informal Procedure for complainants resolution where the alleged harasser is another member of staff or manager/line managers.

11.1.1 In many cases people are not aware that their behavior or conduct is unwelcome and an informal discussion can lead to greater understanding and an agreement that the unwelcome behaviour or conduct will cease.

11.1.2 Any individual(s) who feels that they or others have been harassed, victimised, bullied or treated in a way that breaches this policy should, if they feel able to so, immediately tell the individual(s) doing it that the behaviour in question is offensive, unwanted and that they want it to stop.

11.1.3 Alternatively, they may prefer to communicate in writing to the individual (s) doing it, keeping a dated copy of the letter or email , or to ask a work colleague or trade union representative to speak to the individual on their behalf.

- 11.1.4 A note should be kept of the date(s) and what was said by all involved. This may be needed should harassment* subsequently recur.

When making an informal approach tell the person(s):

- What happened;
 - Where and when it happened;
 - How it made you feel;
 - What the impact was on you and subsequent effects;
 - How it affected your work;
 - What you want them to do now;
 - And then, consider the matter resolved.
- 11.1.5 Alternatively, or in addition to the above, an employee may wish to ask a member of the human resources department, their line manager, trade union representative or a colleague for their assistance in handling the matter informally.
- 11.1.6 It is expected that the informal process should be complete within 7 calendar days.
- 11.1.7 Even if the harassment ceases after an informal approach, the victim should make a note of the details of the incident(s) and of the request to cease, in case the behaviour should recur and/or be directed at another individual.
- 11.1.8 Prior to moving to the formal procedure, and subject to agreement from both parties, a mediation meeting may be considered.

11.2 **Formal Procedure**

- 11.2.1 Employees will not be discouraged from taking formal action where they prefer that option, or where an informal approach has failed.
- 11.2.2 If an employee wishes to take a formal approach, they should raise the issue with their line manager, a member of the HR department or a trade union representative. The employee will be required to put their complaint in using the pro-forma in Appendix B
- 11.2.3 Any employee who considers they are the victim of harassment should keep written notes of the alleged incident(s), to include:
- date(s) of incidents
 - time of incident(s)
 - place of incident(s)
 - name of harasser(s)
 - what actually happened
 - name(s) of any witness(es)
 - name(s) of anyone else on duty at the time, even if not direct witnesses: name(s) of anyone informed of the incident(s)
 - details of action(s) that they have already taken
 - what the impact was on you and subsequent effects

- how it made you feel
- how it affected your work.

11.2.4 Following a formal allegation of harassment, the receiving manager will contact the HR department to arrange, if appropriate, for a member of the Early Intervention Team to discuss the suitability of mediation with all parties concerned. The expectation is this will happen within 7 calendar days following the notification from the receiving manager. Details regarding mediation can be found in the Trust's Mediation Policy.

11.2.5 If mediation does not occur for any reason, an investigation will be conducted to establish whether there is a case to answer and therefore to consider the need to take disciplinary action. Consideration should also be given to offering specialist counselling support from the Occupational Health Department, or other suitable provider to any individuals involved. The line manager and/or a member of the HR department will appoint an Investigating Manager. If the appointed Investigating Manager is aware there could be a conflict of interest, they should discuss this with the Commissioning Manager with advice from the Human Resources department.

11.2.6 Where the alleged harasser is a manager, the employee should seek support. They should make the complaint as per 8.2.2 above to the HR Department

11.2.7 Where a member of staff is allegedly harassing a manager, the manager should seek advice and support from a management colleague, a more senior manager, a member of the HR Department or a Trade Union Representative. If the complaint is made known to a management colleague, a more senior manager or a Trade Union Representative, they should make the complaint known to the HR Department who together with the management colleague, senior manager, or Trade Union Representative will provide guidance on the next steps.

11.3 **Patient/Service Users/Members of the public**

11.3.1 An employee who believes they are a victim of harassment by a patient/service user should complete a Datix so the Trust can deal with it an appropriate manner.

11.3.2 In cases of harassment* by patients or service users, such patients/service users will, within 7 calendar days, receive written notice making it clear that this behaviour is unacceptable, and further, legal action may be taken.

11.4 **Investigation**

11.4.1 In all instances where a formal complaint has been made, the alleged harasser will be informed in writing of the allegations and who is making the complaint (subject to Section 5). Where deemed appropriate by the Trust, a thorough and prompt investigation will be undertaken by an investigator(s) operating outside their normal area of responsibility.

11.4.2 Both the complainant and the alleged harasser will have access to the support mechanisms as mentioned above.

11.4.3 Dependent upon the seriousness of the allegation, changes may be necessary to rota commitments or work location while the investigation is underway. If necessary, the alleged harasser and not the complainant should be temporarily transferred or suspended (on full pay). However, the wishes of the complainant should be taken into consideration, e.g. temporary redeployment may be requested by the complainant.

Such actions should not be seen as pre-judging the outcome of the investigation, but rather as a common sense interim arrangement pending the outcome of the investigation. This decision must rest with the Joint Chairs of SPF.

11.4.4 Investigating Managers will report every investigation and its findings to the Commissioning Manager who authorised the investigation.

11.5 Outcome

11.5.1 The Commissioning Manager will review the investigation and decide on the appropriate course of action. The Commissioning Manager may ask the Investigating Manager to investigate further if the Terms of Reference have not been met before making a decision.

11.5.2 The outcome of the investigation can be one or a combination of the following as decided by the Manager who commissioned the investigation:

- The complaint is not founded
- There is insufficient evidence (with reasons)
- Evidence and/or nature of complaint justifies counselling, advice or mediation
- A decision that there is a case to answer and that the matter should proceed to disciplinary hearing (for external contractors this should be dealt with under their own policies and procedures).
- Mediation by trained mediators. Both parties must agree to participate for mediation to proceed
- A decision to manage any competency/training issues under the appropriate the Trust's performance management policy
- If the complaint is malicious, the complainant will be subject to Disciplinary Proceedings.

11.5.3 Feedback and/or action planning

This will include:

- An appropriate de-brief for both parties (and any relevant witnesses if the manager feels it to be appropriate) on the outcome of the investigation. No unauthorised confidential information will be shared and all individuals will have full respect for the confidentiality of any feedback provided.

This feedback will not include details of any decision(s) made at a disciplinary hearing if that is the course of action taken.

- The identification and agreement of any training issues (as necessary).
- The Commissioning Manager will agree an action plan for the implementation of any recommendations made at any point during this process, including details of appropriate timescales and who will be responsible for implementing the actions.
- Any other remaining issues.
- The feedback discussion should be undertaken as soon as is reasonably practicable. If this cannot be achieved within 7 days, both parties must be kept informed of progress.

12. Rights of Appeal

12.1 This procedure allows for either party to appeal as follows:

12.2 The complainant may appeal under the **Dignity at Work Policy** if they:

- are not satisfied with the decision following the formal Dignity at Work Investigation;
- feel that the process of investigation and subsequent application, or not, of the Dignity at Work policy has been unfairly or poorly carried out or agreed.

12.3 The alleged harasser may appeal under the **Dignity at Work Policy** if they:

- feel that the process of investigation and subsequent application, or not, of the Dignity at Work policy has been unfairly or poorly carried out or agreed.

12.4 If the case has been moved under the Disciplinary policy then the rights of appeal and/or rights to raise a grievance are as described within that policy.

13. Appeals Procedure

13.1 Appeals under the Dignity at Work Policy should be made in writing or via email to the Director of Human Resources within 7 calendar days of receipt of the decision of the Commissioning Manager.

13.2 Any appeal will normally be heard within 28 calendar days of receipt of the appeal, unless exceptional circumstances arise in relation to the availability of the relevant parties.

13.3 On receipt of this the Human Resources Department will liaise with the Joint Chairs to agree the panel and then make arrangements for the Formal Appeal to be heard at Stage 3. Where mutual agreement cannot be reached as required under any section of this policy, the final decision will rest with the Director of Human Resources.

13.4 The employee should provide management with a written statement of case at least 14 calendar days prior to the appeal hearing including copies of any witness statements upon which they intend to rely. Management will provide a written statement of their case at least 7 calendar days prior to the appeal hearing, together with any witness statement upon which they intend to rely. Both parties should identify in their statement of case any witnesses they intend to call. All statements will be submitted to the hearing(s) and where statements are not agreed this will be identified to the Chair, who will make the final decision regarding the validity of the content of the statement.

13.5 An adjournment may be taken for the panel hearing the appeal to consider the facts and make a decision. The appeal decision, together with reasoning, will be confirmed in writing to the employee within 7 calendar days of the appeal meeting. This may be given verbally in the first instance, but will always be confirmed in writing.

13.6 Notes will be taken during the meeting, including any agreed actions and reasons for these, and will be circulated to all parties. Comments on these from both parties will be welcomed and retained on file.

- 13.7 It should be noted that the decision taken by the panel hearing the formal dignity at work appeal is final. There is no further right of appeal within the Trust's Dignity at Work Policy.

14. Representation

- 14.1 All employees will have the right, if they wish, to be represented by a work colleague, Trade Union representative, or an official employed by a trade union at all stages of the policy/procedure. This right must be brought to the attention of the employee by the manager. A trade union representative who is not an employed official must have been certified by their union as being competent to accompany a worker.
- 14.2 Employees will not be entitled to bring a person acting in a legal capacity, unless exceptionally entitled to do so under the common law currently in force at the time of the hearing. Any such decision will be determined by the Human Resources Department whose decision will be final.
- 14.3 Involving representatives in mediation is not generally encouraged. The central principle of mediation is to provide an opportunity for those in conflict to find their own solution to the situation and for the individuals to remain central to the process. Restricting mediation to the individuals can allow more open and honest discussion. Representatives could however play an important supportive role behind the scenes without being directly involved in the mediation.

Exceptionally, there may be situations where assistance is unavoidable for example, on grounds of access, hearing or language difficulties. In these cases the Mediator(s) will need to ensure that the representative clearly understands their role and that they, like the Mediator(s), have established practice standards that guarantee their independence, impartiality and commitment to confidentiality. The Trust recognises there may be cases where individuals feel more at ease with a staffside mediator, and this can be requested.

15. Communication, Monitoring & Training

- 15.1 The Policy will be monitored through a report issued to the Director of HR who will inform the Staff Partnership Forum on harassment and bullying cases. This will include a quantitative report, and a qualitative report detailing shared learning from the experiences of the cases, and what actions have been taken. Commissioning Managers should forward any points of note or concern to the Director of HR.
- 15.2 Any training needs will be identified through the Staff Partnership Forum.

16. Legislative Framework

- 16.1 Fundamentally, harassment can amount to unlawful discrimination under the Equality Act 2010. The Trust is liable for the discriminatory acts of employees acting in the course of their employment and can be liable for sex discrimination if a third party subjects an employee to sex-related or sexual harassment. This is the case, whether or not they are done with the Trust's knowledge or approval unless the Trust is able to show that it took all reasonably practical steps to prevent employee's, or third parties, carrying out unlawful

discrimination. In the case of third parties, employer liability will only apply if the Trust knew that the complainant had been subjected to harassment in the course of employment on at least two other occasions by a third party.

- 16.2 In addition to any claims of harassment being made against the employer, legal action can also be taken under the relevant legislation against the alleged harasser. In accordance with current legislation, it is not possible to make a direct complaint to an employment tribunal about bullying unless it is related to a protected characteristic. However, employees might be able to bring complaints under laws covering discrimination and harassment (as detailed above). Harassment can be a crime under the Criminal Justice and Public Order Act 1994 and the Protection from Harassment Act 1997.

17 Policy Review

- 17.1 This policy will be reviewed on a three yearly basis or more frequently if significant changes to its effective operation are necessary

Appendix A- External support and guidance

Whilst staff are encouraged to seek help and assistance from within the organisation, there are also a number of external agencies that may be of further assistance. These include:

- ACAS : www.acas.org.uk
- Bully Online: www.bullyonline.org
- Equality and Human Rights Commission: www.equalityhumanrights.com
- National Bullying Helpline - <http://www.nationalbullyinghelpline.co.uk/> Tel Helpline 0845 22 55 787 – line open from Monday – Thursday, 10.00am – 4.00pm
- Stonewall: www.stonewall.org.uk
- MIND: <http://www.mind.org.uk/news-campaigns/campaigns/bluelight/>

FORMAL STAGE DIGNITY AT WORK
REGISTRATION FORM

Part A and B of this form should be completed by employees wishing to submit their dignity at work complaint formally under the Trust's Dignity at Work Policy (subject to compliance with Section 2 which outlines the 'Scope' of this policy).

PART A – PERSONAL DETAILS

Name: Job Title:
Department: Workplace:
Contact Telephone No.
Email Address:

PART B – THE DIGNITY AT WORK COMPLAINT

Please set out below the details of your complaint, including information relating to the following (attach a separate sheet if necessary):

- What the complaint is about, outlining any relevant dates, witnesses, locations and background information. (Refer to section 11.2.4 of the policy.)

What action have you already taken to try and resolve your complaint informally? Why do you feel that these have failed?

What outcome are you looking for? (i.e. how, in your view, can your complaint be resolved?)

Signature: Date:

Name of receiving manager: Date:

Signed (manager):

Name of nominated representative (if appropriate).....

Date copy sent to the Human Resources Department: