

Bullying, Harassment, Discrimination and/or Victimisation policy and procedure – Appendix 3

Roles and responsibilities

All employees/volunteers

- Promote this policy by what you say and the way you behave.
- Be aware of your responsibilities as outlined in this policy, and the behaviour expected of you in the workplace (link to council's values).
- Treat all people in the workplace with dignity and respect.
- Be prepared to challenge any sort of inappropriate behaviour.
- Be prepared to support colleagues who are being harassed or bullied.

Line managers

Your behaviour and actions as managers within the council are crucial. You must take the lead in tackling harassment and bullying issues to show your employees that you take such issues seriously.

- Promote this policy by what you say and the way you behave.
- Be aware of your responsibilities as outlined in this policy.
- Ensure you adopt an appropriate management style (refer to Appendices 1 and 2).
- Advise your manager if you have any training requirements in relation to this policy e.g. equality and diversity awareness.
- Communicate this policy and the standards you expect to your employees and volunteers so that they understand their rights and responsibilities under this policy.
- Be sensitive and receptive to employees who feel they are being harassed or bullied.
- Take allegations seriously and deal with them speedily, sympathetically and confidentially.
- Make employees aware of the support available to them e.g. Occupational Health Service/NOSS counselling
- Refer complaints to your own manager if appropriate, because of the seriousness of the issue or its wider impact.
- Ensure you challenge any inappropriate behaviour you are aware of in the workplace.
- Ensure the workplace is free of visual forms of harassment e.g. offensive posters, calendars.
- Monitor a case after action has been taken to ensure there is no victimisation of those involved or any ongoing harassment/bullying.

- Support employees with integration into the workplace following resolution of issues.

Employees experiencing harassment and bullying

- Acquaint yourself with this policy, in particular looking at appendices 1 and 2 to check the guidance on what is acceptable and unacceptable behaviour.
- Consider whether you can make changes to your own behaviour which will help to resolve any issues.
- If you feel you have just cause to complain, speak to your line manager (if appropriate), to a support officer (see Appendix 6) or to your trade union representative. You can also self-refer to Occupational Health or ask your line manager to refer you.
- Be aware that, under the disciplinary procedure (please see the link below) (section 5.3.1.), making a deliberate malicious complaint against an employee under the harassment and bullying policy is normally considered to be misconduct.
- Cooperate fully with other parties involved to try to resolve the issue as quickly as possible, ideally using the informal procedure in the first instance.
- Be open and honest in all your dealings.

Employees who are the subject of a complaint

- Cooperate fully with any informal meetings held to discuss the complaint and with the investigation if it proceeds to the grievance procedure.
- Listen carefully to the person making the complaint and to the concerns they raise.
- Be open to the person's point of view and apologise, if necessary, for any offence caused even if inadvertently.
- Accept responsibility for your own behaviour and the impact of that behaviour on others.
- Cooperate with any actions proposed to improve the situation.
- Undergo any coaching or training that is required to help you modify your behaviour.

Support officer

- Promote this policy by what you say and the way you behave.
- Provide support for employees who feel they are being harassed or bullied.
- Make employees aware of this policy and related documents
- Assist employee to complete a written record of events (Appendix 7) to help clarify the nature of the complaint and to keep a record for potential future action.
- Help employees identify the options available to them under this policy to deal with the harassment/bullying.
- Explain to employees the benefits of trying to resolve the problem using the informal procedure first.
- Endeavour to help employees resolve the problem as quickly as possible.
- Encourage employees to inform their line manager if they have not already done so (if this is appropriate in the circumstances).
- Understand the limits of your own capabilities in dealing with a complaint, and involve others to provide support where appropriate e.g. trade union representative, HR.

- Make the employee aware of the support available from Occupational Health and/or the external counselling service provided by NOSS.
- Complete the informal procedure monitoring form (Appendix 8) and submit to the head of Human Resources & Development to enable HR to monitor harassment and bullying in the workplace.
- Support employees with integration into the workplace following resolution of issues.

Human Resources

- Promote this policy by what you say and the way you behave.
- When approached by an employee alleging harassment/bullying, make contact with an appropriate party (line manager, support officer, trade union representative), with agreement of employee.
- Help managers to identify the issues to be addressed within the complaint.
- Encourage employees/managers to resolve the problem using the informal procedure first, and to deal with the issue as quickly as possible.
- Provide support for managers dealing with harassment and bullying issues, which may include coaching/training or support from a manager who has successfully handled a harassment and bullying complaint.
- Monitor the incidents of harassment and bullying within the council to ensure lessons are learned and appropriate action taken to address issues.
- Review the effectiveness of this policy on a regular basis, in conjunction with the trade unions.
- Retain appropriate documents for 6 years and then destroy.
- Grievance Procedure:
 - Support managers if the formal grievance procedure is followed.
 - Advise on the correct procedures to follow under this policy.
 - Advise on the preparation of reports and written documentation.
 - Assist the hearing officer with the implementation and monitoring of actions agreed upon.

Trade Union representative

In addition to the responsibilities outlined for support officers:

- Be familiar with this policy and help communicate to employees.
- Encourage employees experiencing harassment and/or bullying to seek help.
- Work in partnership with management and HR to tackle harassment and bullying at work.
- Make management and HR aware of issues in particular work areas that need resolving.