

Dignity at Work Policy

1. Aim of the Policy

The aim of this policy is to secure a working and learning environment, which is secure, supportive and free from any form of harassment and bullying and in which all employees and learners are treated with dignity and respect. This policy is an important part of our overall commitment to equality of opportunity and treatment.

2. Policy Statement

- 2.1 DBC is committed:
 - 2.1.1 To standards of individual and corporate behaviour which are respectful, courteous and fair;
 - 2.1.2 The right of all employees and learners to be treated with dignity and respect.
 - 2.1.3 Comply fully with legislation (see appendix1)
- 2.2 Harassment and bullying are insulting and demeaning to any individual and seriously undermine not only the dignity of individuals but also the integrity of DBC. Behaviour of this kind can damage the employment prospects, training opportunities, self-confidence and the health and well being of employees and learners alike. Therefore, neither harassment nor bullying will be tolerated.
- 2.3 All known instances of such behaviour will be dealt with through the use of clearly defined procedures. This may be on an informal basis, as set out elsewhere in this policy, or formally by utilisation of grievance and/or disciplinary procedures, which can result in dismissal (of employees) or expulsion of learners.
- 2.4 Furthermore, where an individual seeks either a civil or criminal remedy for harassment or bullying behaviour (under the protection from harassment Act 1997 or any other relevant legislation), DBC will provide that individual with all possible assistance and support.

3. Managerial and Board Responsibility

- 3.1.1 Board Members and managers are committed to DBC's Dignity at Work policy and accept that they are responsible for its implementation, monitoring and evaluation.
- 3.2 It is the responsibility of every Director and Manager to take action to ensure that:
 - All employees, learners or members for whom she or he is responsible are aware of and understand the policy and have access to training where appropriate.
 - All employees for whom she or he is responsible understand that they are responsible for their action and behaviour under this policy, even in situations where there may not have been a complaint.
 - The complaints procedure is invoked when a relevant complaint is brought to her or his notice.

- At all times her or his own conduct and management style are within the spirit and requirements of this policy.

Training opportunities will be provided for managers to ensure that they are able to exercise these responsibilities.

4. Employee and Learner Responsibility

4.1 All employees, learners and members must help to ensure that the aim of the Dignity at Work Policy is met. In particular employees and learners should not ignore any act of harassment or bullying against anyone in DBC but should deal with any such action as set out in the section 'Complaints Procedure' of this policy.

5. Complaints Procedure

Informal Procedure

In some instances the recipient of harassment or bullying will just want it to stop. In this case, the alleged offending person should be advised, either verbally or in writing, that their alleged behaviour is not acceptable. The complainant may feel able to do this themselves or they may want someone to accompany them, or even to approach the alleged offending person on their behalf.

Formal Procedure

A formal complaint should be made in writing and submitted to the WBL Director. The WBL Director will take appropriate action on the complaint (normally by carrying out an investigation). The person making the complaint will be informed as to what action is being taken and informed when an investigation is complete.

At any time during any procedure any discussion will be confidential and no action will be taken without the consent of the complainant. The only exception to this is where a manager considers the incident to be so serious that immediate action should be taken, in which case the manager concerned will inform the complainant that this action is to be taken.

- 5.1.2. Both the complainant and the alleged offending person have the right to consult their Union (where applicable) and to be accompanied by a work colleague, learner or a trade union representative at any stage of the procedure.
- 5.1.3. If it is necessary for the alleged offending person and complainant to be separated during any procedure then, unless the complainant requests otherwise, it should be the alleged offending person who is moved.
- 5.1.4. If anyone must be suspended during any procedure then it should be the alleged offending person.
- 5.1.5. If it is necessary to suspend an employee at any time due to an alleged incident of harassment or bullying then the suspension will

be on full pay and the procedure does not constitute part of any subsequent disciplinary procedure.

5.2. Keeping a Record

5.2.1. It is important that anyone who believes that they have suffered from harassment or bullying should keep notes of the details outlined below for each incident and that they are made as soon after the event as possible. Detailed notes should include the following:

- Date;
- Time;
- Place;
- Name of Person harassing/bullying them;
- Their view of what happened;
- How the complainant actually felt at the time;
- Name(s) of any witness;
- Action taken and whether reported to management;
- Any correspondence relating to the incidents and subsequent complaints;

5.3.1. Persons assisting a complainant in any informal procedure should keep notes as outlined in section 5.2.1 of this policy.

6. Monitoring

6.1 In order to assess the effectiveness of DBC's Dignity at Work policy, a record of notified incidents and management responses will be kept by the WBL Director who will act as the 'harassment and bullying contact manager'. Liaison should take place with personnel and/or line managers where appropriate.

6.2 An annual report on the operation of this policy and its procedures will be submitted to the Board of Directors, where appropriate.

7. Counselling

7.1 Any member of staff or learners may use a confidential telephone counselling service provided by Mental Health Matters. Anyone wishing to use this service should telephone the help line on **0845 560 2034**. Calls will be charged at the local rate.