Bart's City Life Saver

BULLYING AND HARASSMENT POLICY

At Bart's City Life Saver, we do not tolerate any form of bullying or harassment. We are all responsible for creating a working environment that is positive, inclusive and supportive. Everyone has the right to feel safe, welcome and comfortable, and be treated with dignity, honesty and respect.

This policy applies to all our staff and trustees, and explains the procedures and processes that should be followed if you feel you have been subjected to any form of bullying or harassment.

1. What is bullying?

Bullying can be described as unwanted behaviour that is offensive, intimidating, malicious or insulting, or an abuse or misuse of power that undermines, humiliates, or causes physical or emotional harm to someone.

Bullying might be persistent behaviour or an isolated incident. It may be physical, verbal or non-verbal and may happen face-to-face, in emails, text messages or on calls, or via social media. It may happen at work or in other work-related situations. It may not always be obvious or noticed by others, and it's possible someone might not know their behaviour is bullying.

Examples of bullying at work could include:

- deliberately overloading someone with work
- constantly criticising someone's work
- spreading malicious rumours about someone
- constantly putting someone down in meetings
- denying someone opportunities
- excluding someone from team social events
- putting humiliating, offensive or threatening comments or photos on social media

2. What is harassment?

Harassment is unlawful under the Equality Act 2010.

Bullying can be harassment if it is unwanted behaviour related to any of the following 'protected characteristics': age, disability, gender, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation.

The behaviour must have either violated the person's dignity or created an intimidating, hostile, degrading, humiliating or offensive environment for the person, whether it was intended or not.

Unwanted behaviour may be a repeated behaviour or a one-off incident and can include spoken or written words, imagery, gestures, jokes and physical behaviour that affects the person.

Sexual harassment is unwanted behaviour of a sexual nature. This type of harassment does not need to be related to a protected characteristic. For example, someone who thinks they've been sexually harassed does not need to show it was because of their sex or sexual orientation.

3. What to do if you think you have been bullied or harassed

- **Keep a record of what happened**

Write down details of what happened, when, how, who was involved, and how it made you feel. Keep copies of any relevant emails, messages, images, screenshots or documents. If the bullying or harassment was verbal, write down what was said to the best of your memory.

- **Speak to a trusted colleague**

We would encourage anyone who believes they have been bullied or harassed to speak to a trusted colleague, whether this is your team leader, the lead trainer or a trustee, to share your experiences and concerns, and to get support in addressing the issue whether informally or formally.

- **See if the matter can be resolved informally**

You may be able to sort things out informally. The person may not be aware that their behaviour is unwelcome and an informal discussion may help them to understand the effects it is having and agree to change it. You may wish to speak to the person directly if you feel able to, either by yourself or in the presence of a trusted colleague. If you do not feel able to speak to the person, you could contact them in writing or ask a trusted colleague to speak to them on your behalf.

- **Make a formal complaint**

If the matter cannot be resolved informally, or you think the situation is too serious to be resolved informally, you can make a formal complaint.

Send your complaint in writing to an appropriate member of the senior team (your team leader, the lead trainer or the chair of the trustees). You should include all relevant details, including full details of the alleged bullying or harassment, the identity of the person(s) concerned, any documentary evidence or copies of relevant emails, messages etc, details of any witnesses and any action that has been taken to date.

4. What we will do if there is a complaint of bullying or harassment

We take any complaints of bullying or harassment very seriously and a member of the senior team who is not implicated in the complaint will investigate promptly and thoroughly. If appropriate we will bring disciplinary proceedings against the alleged bully/harasser. We will support you during the investigation process and can take measures such as ensuring you and the alleged bully/harasser do not have to work together while the complaint is being investigated.

If the formal investigation of the complaint does not resolve the situation and you are still being bullied or harassed, you can consider taking legal action.