



Dignity at Work Policy

Document Profile Box	
Document Reference:	QSSD 1505
Version:	0004
Ratified by:	Trust Board
Date ratified:	30th September 2010
Name of originator/author:	Equality & Diversity Manager
Name of responsible committee/individual:	Director of Workforce & Organisational Development
Date issued:	Oct 2010
Review date:	Oct 2011
Target audience:	All staff, contractors, volunteers, staff from other organisations working on Trust premises, patients and visitors
Document owner:	Director of Workforce & Organisational Development
Authorised signatory:	

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1. Purpose

As an employer committed to equality of opportunity for all staff, the Trust supports a working environment for individuals in which dignity at work is paramount. The purpose of this policy is to support a working environment and culture in which bullying and harassment is unacceptable. All complaints will be treated with due regard and without prejudice to the employee or their career.

2. Scope

This policy applies to all Trust employees, visitors, patients, contractors, volunteers and staff from other organisations working on Trust premises. This policy will apply to all Trust premises and all Trust personnel working in other premises, including any place where the occasion can be identified with either the requirements of the Trust, or with social events linked to the Trust.

3. Introduction

3.1 Principles

The Trust recognises that all employees have the right to be treated with consideration, dignity and respect. The Trust seeks to support all staff in their professional development and aims to provide a happy and fulfilling environment in which to work. This policy promotes the respectful treatment of staff within our Trust and the protection of our employees from bullying and harassment at work. Bullying and harassment will not be tolerated by the Trust in any form.

Each member of staff carries personal responsibility for their own behaviour in relation to this policy and is responsible for ensuring that their conduct is in line with the standards set out in this policy. Staff should report to the appropriate manager, their trade union representative, human resources representative, the Occupational Health department or Dignity at Work Officer, any incidents of bullying and harassment which come to their attention.

Allegations raised regarding bullying and harassment will be taken seriously and treated confidentially. The Trust gives an assurance that there will be no victimisation against an employee making a complaint under this policy or against employees who assist or support a colleague in making a complaint.

Bullying and harassment may be treated as a disciplinary offence and, where allegations are founded, may lead to summary dismissal. Disciplinary action may also be considered if a complaint is found to have been submitted maliciously or in bad faith.

3.2 What are bullying and harassment?

Bullying is unwanted conduct affecting the dignity of people. It can be described as offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means intended to undermine, humiliate, denigrate or injure the recipient. It is unwanted conduct which has the purpose (intentional) or effect (unintentional) of violating a person's dignity; or creating an intimidating, hostile, degrading, humiliating or offensive environment (ACAS 2009).

Harassment, in legal terms, is the above behaviour carried out against an individual because of or on the grounds of their age, gender, race or nationality, disability, religion or belief, or sexual orientation.

Bullying or harassment may be by an individual against an individual (perhaps by someone in a position of authority such as a manager or supervisor) or involve groups of people. It may be obvious or it may be insidious. Whatever form it takes, it is unwarranted and unwelcome to the individual. It may be persistent or an isolated incident. The key is that the actions or comments are perceived as demeaning, threatening or unacceptable to the recipient.

Appendix 1 gives examples of unacceptable behaviours that can be considered to constitute bullying

and harassment. In all cases the key is that it will be for the individual to define the actions or comments that they feel are unacceptable behaviour.

4. Legislation

Harassment can be a form of discrimination which is unlawful under a number of legislative acts/regulations:

- *Sex Discrimination Act (as amended) 1986*
Makes it illegal to discriminate on the grounds of gender, marriage or because someone intends to undergo, is undergoing or has undergone gender reassignment.
 - *Race Relations Act (as amended) 2000*
Makes it illegal to treat a person less favourably than others on racial grounds, and the regulations give protection from harassment on the grounds of race, ethnic or national origin.
 - *Disability Discrimination Act (as amended) 1995*
Makes it unlawful to discriminate on the grounds of a physical, mental or perceived disability.
 - *Employment Equality (Sexual Orientation) Regulations 2003*
Gives protection from discrimination on grounds connected with sexual orientation, including a perceived sexual orientation. This includes orientation towards someone of the same sex (lesbian or gay men), opposite sex (heterosexual) or both sexes (bisexual).
 - *Employment Equality (Religion or Belief) Regulations 2003*
Gives protection from discrimination on the grounds of all religions and beliefs.
 - *Employment Equality (Age) Regulations 2006*
Prohibits unjustifiable direct and indirect discrimination, harassment and victimisation on grounds of age.
 - *Part Time Workers Regulations*
Aims to ensure that part time workers are not treated less favourably than comparable full time workers.
 - *Fixed Term Workers Regulations*
Aims to ensure that employees on fixed term contracts are treated no less favourably than comparable permanent employees.
-
- *The Criminal Justice and Public Order Act 1994* - Provides legal redress against those who intentionally cause another person harassment, alarm or distress through the use of threatening, abusive or insulting words, or behaviour.
 - *The Protection from Harassment Act 1997*- Extends both criminal and civil provisions for harassment and stalking.
 - *The Religious and Racial Hatred Act 2006* – Makes provision about offences involving stirring up hatred against persons on racial or religious grounds.

If these legal requirements are contravened both the individual concerned and the Trust can expect their actions and decisions to be challenged in internal disciplinary and appeal hearings and could also be potentially liable to external legal proceedings in courts and Employment Tribunals. However if the Trust can illustrate that it has taken the necessary steps to prevent acts of harassment or to deal with harassment issues brought to the attention of the Trust, only the individual would be considered liable.

5. Responsibilities

5.1 Responsibilities of staff

All staff have personal responsibility for their own behaviour and for ensuring that they comply with the policy. Every employee has a personal responsibility to:-

- Set a positive example by treating others with respect.
- Be aware of the Trust's policy and comply with it.
- Ensure their own behaviour does not cause offence.
- Not accept behaviour that may be offensive when directed against you or others, and take positive action to ensure that it is challenged and/or reported.
- Respect confidentiality at all times when involved in making or dealing with a complaint of harassment (including acting as a witness)
- Be supportive of colleagues who may be subject to bullying and/or harassment.

If you are subject to bullying and/or harassment but do not feel able to talk about it yet, make notes including dates and details which will help you recall events clearly at a later date. Staff can also contact their Human Resources representative, Trade Union representative or a Dignity at Work Officer for advice and support.

5.2 Responsibilities of managers

All managers have a responsibility to implement this policy and to bring it to the attention of staff in their work area, in order to establish and maintain a work environment free of harassment. They must:

- Ensure that all employees know how to raise harassment issues and are aware of their responsibilities, the law and the Trust's policy.
- Treat a complaint of bullying or harassment seriously and deal with it promptly and confidentially, in accordance with the policy, giving the employee and the alleged perpetrator full support during the whole process.
- Set a positive example by treating all employees, patients and visitors with dignity and respect and setting standards of acceptable behaviour; also, promote a working environment where bullying and harassment are unacceptable and not tolerated.
- Tackle, and where possible, resolve incidents of bullying and harassment.
- Ensure that their own behaviour cannot be construed as bullying or harassment by acting with fairness and equity.
- Ensure the complainant is not victimised or retaliated against for bringing a complaint forward.
- Ensure that any witnesses are not victimised or retaliated against for assisting in investigating a complaint.
- Consult with their Human Resources representative at any time for advice and support.

5.3 Responsibilities of the HR Department

The HR Department have a responsibility to ensure that the policy is followed, fairly and consistently

(please refer to the HR Department flowchart at Appendix 5 for further information). Their duties involve:

- advising managers on the application of the policy.
- advising managers and staff where individuals feel that they are being harassed or bullied in the course of their employment.
- supporting and advising managers when conducting an investigation following a formal complaint of bullying or harassment, and at any subsequent proceedings (such as disciplinary hearings)
- appointing an appropriate mediator when required to resolve issues informally

5.4 Responsibilities of the Equality and Diversity team

The Equality and Diversity team have responsibility for the implementation of the policy, and the support services provided with the policy. Their duties involve:

- appointing staff for, training, co-ordinating and supporting the Dignity at Work Officer and Mediation services
- ensuring the effective implementation of the policy.
- monitoring incidents of bullying and harassment on an anonymous basis via complaints received and through the Dignity at Work Officers, and reporting on these on an annual basis, and through the Single Equality Scheme
- reviewing and amending the policy as necessary.

5.5 Responsibilities of Dignity at Work Officers

Dignity at Work Officers are specially trained to provide an informal, confidential support network for employees (please refer to the Dignity at Work Officers flowchart at Appendix 4 for further information). Their duties involve:

- Helping employees regain confidence and control
- Providing information and guidance on the options available under the Dignity at Work policy
- Assisting employees in deciding if the issue can be addressed informally or not
- Identifying the problem to the alleged harasser at the employees request, if the employee feels unable to approach the alleged harasser themselves.
- Supporting the individual (or the alleged harasser) through the formal process, at the the emplk request.
- Completing the anonymised Dignity at Work Officer Monitoring Form (at Appendix 3) each time they provide support to an employee
- Dignity at Work Officers have no powers of investigation and cannot act in any legal capacity.

5.6 Responsibilities of Mediators

Mediators are specially trained to facilitate confidential, informal outcomes where possible between those who have raised concerns of bullying or harassment, and the people that they have concerns **about (please refer to the Mediators flowchart at Appendix 6 for further information)**. Their duties involve:

- Arranging and undertaking the mediation process
- Facilitating an agreement on the way forward for all parties concerned
- Producing this agreement in writing, and ensuring that all parties concerned sign it

6. Support and advice

The Trust is committed to achieving informal resolution of complaints relating to bullying and harassment wherever possible. In line with this approach, a series of options have been put into place to enable staff to be supported. This support will be provided to complainants, alleged perpetrators and any witnesses. If a member of staff feels that they are being bullied or harassed, they can approach either their manager, Human Resources representative, Trade Union representative, Dignity at Work Officer, or the Occupational Health department.

6.1 Dignity at Work Officers

Dignity at Work Officers are drawn from a wide range of jobs across the Trust and have been provided with specialist training. They are an independent and confidential resource. As part of their role they; provide empathetic assistance to staff with complaints of bullying and harassment, explain how the procedures for making a complaint operate both informally and formally and they help establish and provide support for both alleged harassers and complainants through the process. Names of the Dignity at Work Officers can be obtained from the Human Resources Department and are displayed on the Trust notice boards and the intranet (please refer to the Dignity at Work Officers flowchart at Appendix 4).

NOTE: Although a confidential service, in exceptional cases where the employee reveals information of illegal activity or that poses a serious health and safety risk to the Trust (i.e. to patients, staff or the employee themselves) the Dignity at Work Officer will refer the matter to the appropriate department (i.e. Occupational Health, Human Resources) or body (i.e the Police) immediately and will also inform the employee that they are doing so.

6.2 Occupational Health Service

Any member of staff who is involved in a claim of bullying or harassment may find it helpful to talk to the Occupational Health Department, or Counselling Service. All employees have a right to self refer into Occupational Health.

6.3 Trade Unions

The Trust recognises the important role Trade Unions play in addressing bullying and harassment, and members are encouraged to approach these representatives regarding their concerns. The Trust will work in conjunction with the Trade Unions in addressing unacceptable and inappropriate behaviour. At all stages of the informal (except in cases of mediation) and formal procedure an employee may involve a Trade Union representative, a fellow worker or a friend not acting in a legal capacity.

7. Resolving Complaints

7.1 Informal Procedure

Employees are encouraged to discuss any concerns about bullying or harassment with a Dignity at Work Officer, a Human Resources representative, their manager, a Trade Union representative or the Occupational Health department.

Actions you can take yourself:

- Keep a diary of all incidents - records of dates, times, any witnesses, your feelings etc. Keep copies of any correspondence that may be relevant, for example reports, letters, e mails, memos, notes of any meetings that relate to you.
- In many instances it is possible for the complaint to be resolved quickly by explaining directly to the harasser the effect their behaviour is having and that you want it to stop.
- You should always make it clear that if it continues you will make a formal complaint.
- If the behaviour of a person is aggressive it may be necessary to walk away, making it clear you do not wish to be spoken to in that way.

If you do not feel able to raise your concerns with the person directly, you could write to them stating that you feel harassed, state where and when this occurred and how you wish to be treated. Always keep a copy. Alternatively, you could speak to a Dignity at Work Officer, Human Resources representative, a Trade Union representative or Occupational Health.

7.2 Mediation

Depending on the circumstances, there are occasions when the issue can be resolved by mediation, with the agreement of both parties, as an alternative to the formal procedure. If you feel unable to deal directly with the alleged harasser, then as part of the informal procedure you may request mediation. Please contact a Dignity at Work Officer or the Human Resources Department to discuss if this is appropriate in this instance, arrangements will then be made to discuss and agree with you the steps to be taken to assist in resolving the difficulties. The HR department will appoint a specially trained mediator, who is independent from the directorate where the employees concerned work. The mediator will then contact you to arrange a meeting.

The mediator will meet with both parties individually before advising on next steps of the mediation process, which usually includes a further meeting between both parties, facilitated by the mediator. At this meeting the complainant will be given the opportunity to explain to the individual the reasons why they consider their behaviour to constitute bullying or harassment. Where possible the matter will be resolved through informal discussion and agreement about future behaviour. The outcome of the mediation will be confirmed to both parties in writing by the mediator. As mediation is informal, neither party may be accompanied in the mediation meetings, the idea being that only the mediator and the parties directly involved will be present at the mediation meetings. Please refer to the Mediators Flowchart at Appendix 6 for further information on the process involved.

PLEASE NOTE: The Trust reserves the right to investigate alleged inappropriate behaviour in the absence of a written allegation e.g. when incidents are brought to their attention by a third party.

7.3 Formal Procedure

If informal attempts to resolve the complaint have not been successful or the behaviour is too serious for the problem to be resolved informally, a formal complaint can be made in writing to their manager or the

next level of management if the manager is the alleged harasser. Where employees do not feel able to report the bullying or harassment within their line management structure, they can raise their complaint with the Human Resources Department who will advise if it is appropriate for another manager to investigate. If either party has objections to the nominated officer conducting the investigation, they need to submit these in writing to the Head of Human Resources, outlining the specific reason(s) for their objection.

PLEASE NOTE: In the event of a bullying or harassment complaint, should either party already be involved in another formal procedure such as a disciplinary investigation or management under the Capability Policy, it may be necessary for that formal procedure to be temporarily suspended whilst the Dignity at Work investigation is completed. In any such circumstances, advice must be sought from the HR department before proceeding.

When a formal complaint has been made, the receiving manager or HR Representative must quickly establish the nature and outline detail of the allegations, to enable a risk assessment to be undertaken to determine if suspension or transfer may be necessary (please refer to section 7.4 below). This would consist of assessing the facts to identify any risk should the staff member remain at work. If sufficient detail has been included in the letter of complaint, the manager will have enough detail to complete the risk assessment, and to inform the alleged harasser without meeting with the complainant first. However, if there is not sufficient information available at this initial stage, the manager or HR Representative should firstly meet with the complainant at the earliest opportunity, to gather enough detail to be able to undertake the risk assessment and then inform the alleged harasser of the nature of the complaint. The alleged harasser will be reminded of the seriousness of the allegation(s), that the matter will be investigated and that disciplinary action may be taken in accordance with the Trust's Disciplinary Policy. This will be confirmed in writing with a copy of the complaint attached.

The HR Department will then appoint an Investigating Officer who will carry out a thorough investigation as quickly as possible, interviewing the complainant and witnesses prior to interviewing the alleged harasser. For complaints within the Workforce and Organisational Development Directorate, the complaint will be referred to a Root Cause Analysis Panel to determine an appropriate investigating officer. Any relevant witnesses, where appropriate, will be interviewed. The importance of confidentiality will be emphasised. Witnesses need to be advised that they might be called to future proceedings i.e. disciplinary hearings, to substantiate their evidence, and that in this event copies of their statement(s) will be provided to both the complainant and the alleged harasser.

The alleged harasser will be given full details of the nature of the complaint and given the opportunity to respond. Both the alleged harasser and the complainant will be regularly updated by the investigating officer with progress on the investigation.

7.4 Suspension / Transfer

Where a complaint of a very serious nature is received, action may be taken quickly to separate the alleged harasser from the complainant, at no financial loss to the complainant. This may involve temporary transfer of the alleged harasser to another department or suspension with pay if appropriate. In certain circumstances, where mutually agreed, the complainant may be temporarily transferred to another department whilst the investigation is carried out.

In serious cases, a brief period of suspension should be considered while the case is investigated. This will only be imposed after careful consideration and discussion with an HR Representative, and the requirement to remain on suspension will be kept under review. To consider the threats/risks of the employee remaining at work, the manager should complete the **Suspension / Exclusion from Duty Risk / Threat Assessment Checklist at Appendix 2, in discussion with an HR Representative.**

In carrying out a suspension/transfer, the manager should:

- State why the employee is being suspended/transferred.
- Make it clear that suspension/transfer is not a disciplinary action
- Make it clear that the employee should not come back onto Trust premises/back into the department without the prior permission of their manager (except for the purposes of personal or family healthcare).
- Where suspension has taken place make it clear that the employee can come onto Trust premises to see their representative, providing they give prior notification to their manager.
- Make it clear that independent support is available to the employee from the Occupational Health Department and Counselling Service.
- Advise the employee to seek support/assistance from either their Trade Union representative, Human Resources representative, Occupational Health department, Dignity at Work Officer or fellow worker/friend.
- Advise the employee that they must remain contactable during the times they would otherwise have been on duty, (unless they have otherwise notified their manager of an alternative address at which they will be contactable), and be available to attend meetings at short notice. This requirement should be contained in the suspension letter below.
- Send a letter confirming the above to the employee within seven calendar days of the suspension/transfer. A copy of this letter must be sent to the Head of Human Resources. Suspension should always be with pay.

PLEASE NOTE: Suspension/transfer of an employee does not in itself constitute a disciplinary action nor should it be seen as a presumption of guilt.

Please refer to the Dignity at Work Investigation process flowchart at Appendix 7 for further information on the investigation process.

7.5 Conclusion of Investigation

On completion of the investigation, the investigating officer must produce a factual report, with key findings (please refer to the Dignity at Work Investigation Report template held by the HR department) and recommendations. The investigating officer will personally inform both parties of the findings. This will also be confirmed in writing together with a copy of the report.

Should the investigation conclude that there is no case to answer, the complainant has the right of appeal against this decision, (please refer to section 7.8 below)

Should the investigation conclude that bullying or harassment has taken place, action may be taken against the alleged harasser in accordance with the Trust's Disciplinary Policy, following advice from an HR Representative. In these circumstances copies of the statements made by witnesses will be made available to the alleged harasser and the complainant. It is acknowledged that some witnesses may be reluctant to appear at the disciplinary hearing. In these circumstances, the manager will, if necessary, adjourn the hearing to ask supplementary questions of witnesses in private. All parties will have the opportunities to put any relevant questions forward.

7.6 Post Investigation

It is not unusual for working relationships to have broken down following an investigation, particularly when the complainant and alleged harasser return to the same department, or a number of staff have been witnesses in a particular case. The Trust will assist the department in moving forward and rebuilding working relationships. It may use a variety of resources to do this, involving the Counselling Service, the Occupational Health and the Organisational Development Departments. It will also be

possible to utilise external professional help where necessary.

7.7 Membership of Professional Organisations

Where a member of professional healthcare staff is found guilty in a case of bullying or harassment, they may be reported to their relevant professional body (e.g. the HPC).

7.8 Appeals Process

Either party has the right of appeal as follows:-

Both the complainant and alleged harasser may appeal if it is felt that the process of investigation and subsequent application, or not, of the disciplinary procedure has been unfairly or poorly carried out or agreed. Appeals must be lodged within 14 calendar days from confirmation of the findings of the investigation, or completion of the disciplinary procedure (as appropriate) and addressed to the Head of Human Resources. The Human Resources Department will appoint an appropriate manager to hear the appeal.

There will be no appeal allowed by the complainant against the perceived severity or leniency of the disciplinary action taken. The alleged harasser has the right of appeal against the perceived severity of the disciplinary action taken in accordance with the Trust's Disciplinary Policy.

7.9 Confidentiality

All employees involved with an investigation and any subsequent process are required to respect the need for confidentiality. All complaints, associated correspondence and interviews will be treated in strict confidence. Breaches in confidentiality will be subject to disciplinary action.

8. Training

The Trust will make the following training provisions:

- New staff will be made aware of the policy during induction programmes.
- Existing staff will receive Dignity at Work awareness training.
- Management will be trained to handle complaints effectively.
- Training will be provided for Mediators and Dignity at Work Officers.

9. Related documents

Other associated policies in accordance with this policy:-

- Whistleblowing Policy
- Code of Staff Conduct
- Disciplinary Policy

10. Equality and Diversity Statement

The Trust is committed to providing equality of opportunity, not only in its employment practices but also in the services for which it is responsible. As such, this document has been screened, and if necessary

an Equality Impact Assessment has been carried out on this document, to identify any potential discriminatory impact. If relevant, recommendations from the assessment have been incorporated into the document and have been considered by the approving committee. The Trust also values and respects the diversity of its employees and the communities it serves. In applying this policy, the Trust will have due regard for the need to:

- Eliminate unlawful discrimination
- Promote equality of opportunity
- Provide for good relations between people of diverse groups

For further information on this, please contact the Equality and Diversity Department.

11. Dissemination and Implementation

11.1 Dissemination

Once ratified this policy will be added to the Document Quality Control System and added to the Intranet site to which all staff have access. Earlier versions of the document will be archived in the quality system.

11.2 Implementation of Procedural Documents

Information about this policy is provided to staff through training and through on-going publicity.

12. Consultation, Approval and Ratification Process

12.1 Consultation Process

This policy has been discussed with the Equality and Diversity Group which includes representatives from staff side and all directorates, and reviewed by the Policy Review Group, membership of which also includes management and staff side representatives.

12.2 Policy Approval Process

This policy has been submitted to the Policy Review Group for approval.

12.3 Ratification Process

This policy has been approved by the Policy Review Group and submitted to the JCC for ratification.

13. Monitoring Compliance with the Effectiveness of Procedural Documents

Compliance of this policy is monitored through the Dignity at Work Report which is produced on an annual basis by the Equality and Diversity Team. The purpose of the report is to summarise all anonymised Dignity at Work complaints (both formal and informal) raised during each year, to identify any bullying and harassment trends or 'hot spots' within the Trust. The effectiveness of the policy will be measured on a regular via the Trust's Equality and Diversity Group.

The Workforce and Equality Committee is responsible for this policy which will be reviewed annually by the Policy Review Group, or earlier if required by the Workforce and Equality Committee of the Trust Board.

Appendix 1

Examples of unacceptable behaviour (this list is not exhaustive)

- Spreading malicious rumours, or insulting someone (particularly on gender / age / race / disability / sexual orientation / religious belief grounds) – this can be unlawful.
- Ridiculing or demeaning someone – picking on them or setting them up to fail.
- Exclusion, isolation, non-co-operation, exclusion from social activities.
- Overbearing supervision or other misuse of power or position.
- Unwelcome physical contact or sexual advances – from touching, standing too close, to serious sexual assault.
- Visual display of offensive material, posters, graffiti, obscene gestures.
- Verbal and written harassment through jokes, ridicule, nicknames, offensive language, gossip etc.
- Making threats or comments (either face-to-face, on the telephone or e-mail or via a third person, or outside work).
- Deliberately undermining an employee.
- Coercion ranging from pressure for sexual favours to pressure to participate in activities within or outside the workplace which could not be reasonably expected of the employee.
- Requests for favours, including implied or overt promises of preferential treatment or threats concerning present or future employment status.
- Deliberately undermining a competent worker by overloading, constant/public criticism, setting unrealistic deadlines, constantly undervaluing effort.
- Public humiliation.
- Misuse of power/status.
- Swearing/shouting at an individual.
- Deliberately ignoring someone at work i.e. “sending to Coventry”
- Mimicking the effect of a disability.
- Tone of voice and body language.

Appendix 2

North East Ambulance Service NHS Trust

Suspension / Exclusion from Duty Risk / Threat Assessment Checklist

Employee Name _____ Grade _____

Dept / Division _____ Site _____

Brief Outline of incident(s) including date(s)

Note to Manager: Before suspending/excluding an employee from work you should consider the threats/risks of this staff member remaining in post.

To do this, in accordance with the Trust's Disciplinary Policy and Dignity at Work Policy, you will need to undertake an assessment of the facts yourself i.e speak to the member of staff concerned as soon as possible outlining the nature of the allegation and recording their response, including any mitigating circumstances.

Document the response of the member of staff here:

Please outline threats/risks identified below:

Have alternative options to suspension been considered?
i.e. transfer to other duties/another department/site, working from home, etc.

Where the decision is to suspend/exclude from work, explain the basis for this decision. Managers must have reasonable grounds to suspend an employee.

NOTE: When informing the employee of the suspension, it is advisable to have an HR Representative present, where possible.

Signed _____ Date _____
Suspending Manager

Print Name _____

Note to Manager on next steps:

- Contact Human Resources if not already done so.
- Write to the individual confirming the decision to suspend within seven calendar days (the HR Department will provide the appropriate standard template letters.)
- Inform the relevant Director.
- Inform Resource Scheduling if relevant.

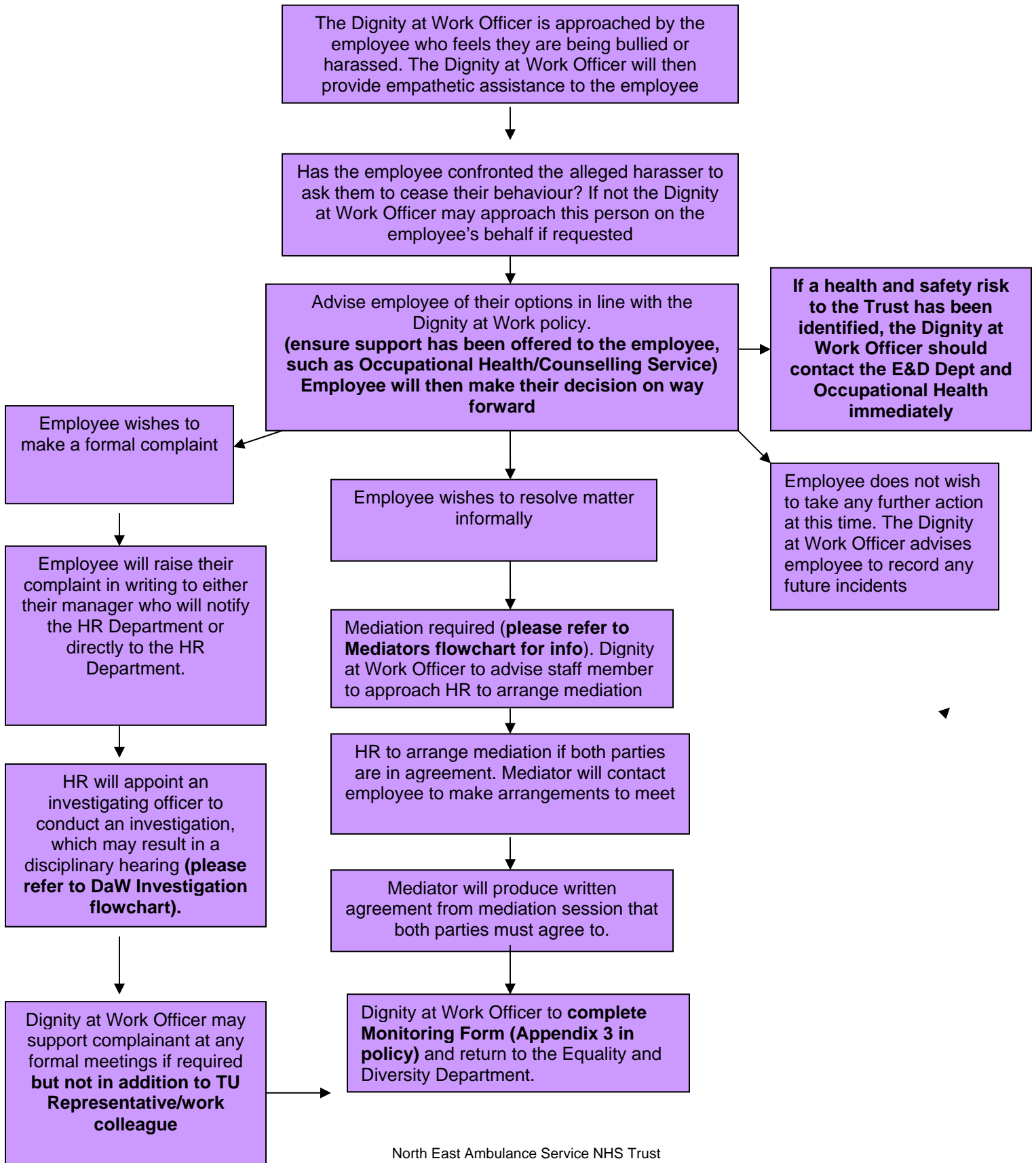
Appendix 3

DIGNITY AT WORK MONITORING FORM – for Dignity at Work Officers to complete

(Please complete this form after you have provided advice to an employee, and return to the Equality and Diversity Department)

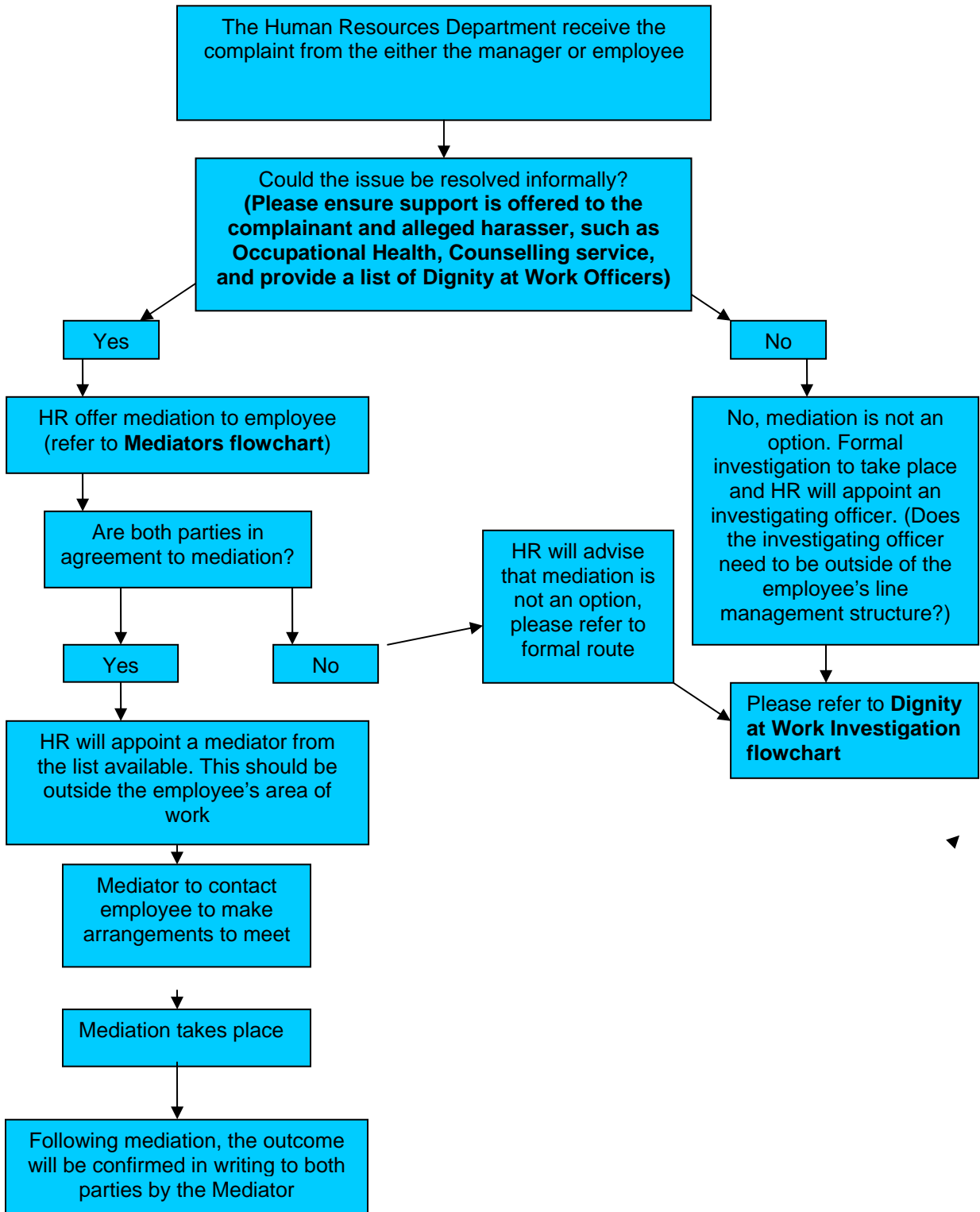
Date of meeting / phone conversation:		Name of Dignity at Work Officer:	
<p>Complainant</p> <p>Division/Dept _____ Gender M/F _____ Ethnicity _____</p> <p>Disabled person: Y / N / Do not wish to disclose Age _____</p> <p>If yes please give details:- _____ Religion/Belief _____</p> <p>Sexual orientation: Heterosexual/ LGB / Do not wish to disclose</p> <p>Alleged Perpetrator</p> <p>Division/Dept _____ Gender M/F _____</p>			
Type of harassment: (Please circle)		Type of bullying: (Please circle)	
<p>Race / Ethnicity / Nationality</p> <p>Gender</p> <p>Disability</p> <p>Age</p> <p>Sexual orientation</p> <p>Religion / belief</p> <p>Other - Please specify</p>		<p>Verbal</p> <p>Written</p> <p>Physical</p> <p>Exclusion</p> <p>Victimisation</p> <p>Malicious</p> <p>Visual</p> <p>Blackmail</p> <p>Other - Please specify</p>	
Association between complainant and alleged perpetrator: (Please circle)		Outcome of advice given: (Please circle)	
<p>Colleague</p> <p>Supervisor/Line Manager</p> <p>Visitor/member of the public</p> <p>Other member of staff</p> <p>Patient</p> <p>Other - Please specify</p>		<p>Referred to mediation</p> <p>Formal complaint lodged</p> <p>Complainant wishes to take no further action at this time</p> <p>Referred to Equality and Diversity Dept and/or Occupational Health due to nature of complaint</p> <p>Other please specify _____</p>	

Appendix 3 DIGNITY AT WORK OFFICERS FLOWCHART



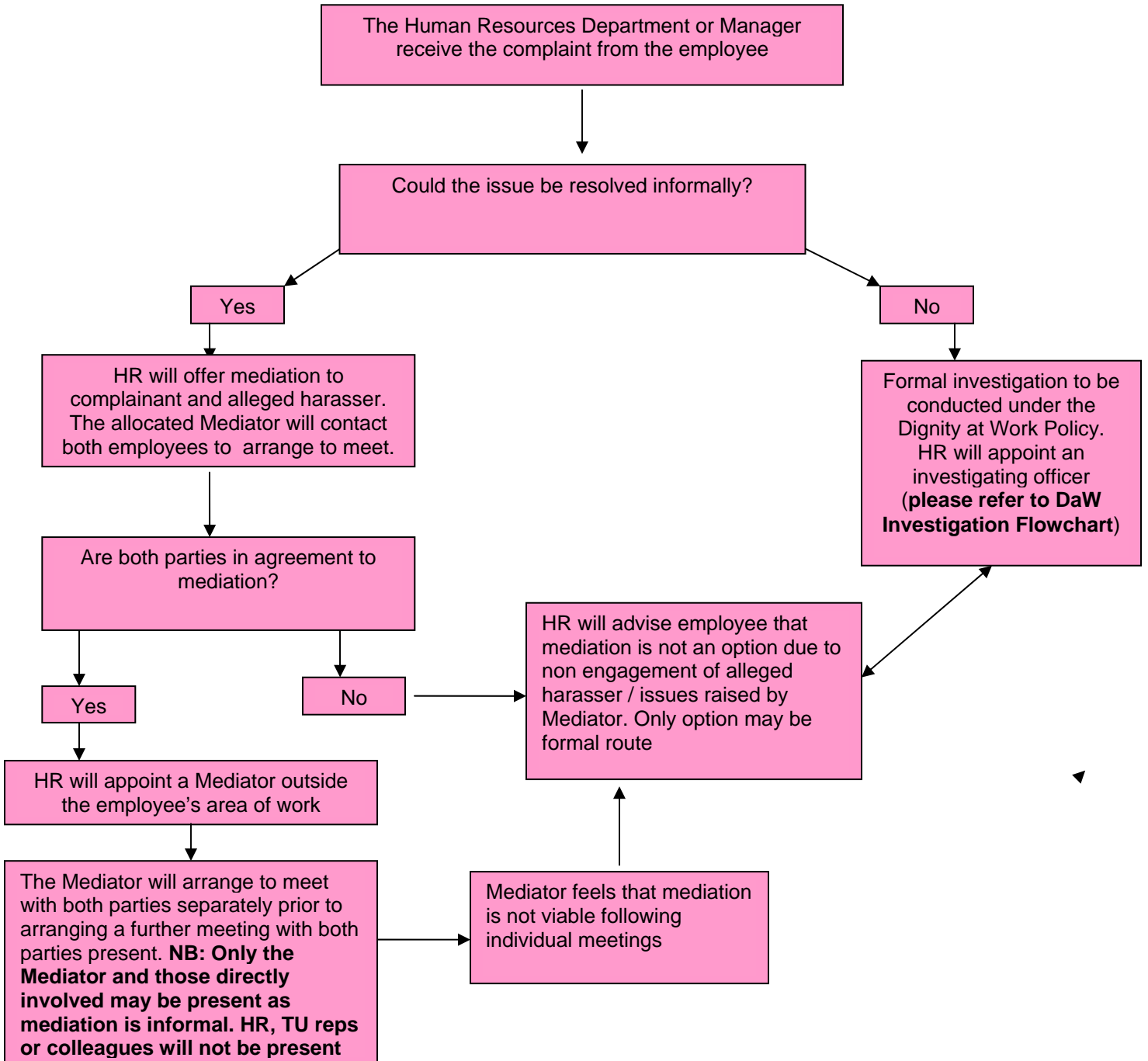
Appendix 4

HR FLOWCHART



Appendix 5

MEDIATORS FLOWCHART



Appendix 6

DIGNITY AT WORK INVESTIGATION FLOWCHART

