

BATTLE SCARS CIO ANTI-HARASSMENT AND BULLYING

Introduction	
Organisation	Battle Scars
Scope of policy	Applies to all service users, volunteers, members, trustees, staff, services, activities, training and general running of the organisation.
Policy operational date	04/01/21
Policy prepared by	Jenny Groves – CEO
Reviewed:	03/01/23
Amended	No
Date approved by Board	09/01/23
Policy review date	By 31/01/25 Every 2 years or sooner if required
Distributing	This policy will be available on the Battle Scars website. It will be a requirement for all trustees and staff to read the policy after appointment or after its review. A summary of all relevant policies will be included in the volunteer handbook with clear signposting to the full text. Volunteers will be kept up to date with any changes that might affect their role.
Introduction	
Scope	We are committed to having a workplace which is free from harassment and bullying and to ensure that all employees, contractors and, others who come into contact with us in the course of our work, are treated with dignity and respect regardless of gender, sexual orientation, transgender status, marital or family status, colour, race, nationality, ethnic or national origins, creed, culture, religion or belief, age, or disability. Striving to ensure that the work environment is free of harassment and bullying and that everyone is treated with dignity and respect is central to ensuring equal opportunities in employment. This policy and procedure is intended to support this commitment in practice and to provide guidance to staff on how to deal with concerns of bullying or harassment.
Policy	
Summary	<ul style="list-style-type: none"> We will not tolerate bullying or harassment in our workplace or at work-related events outside of the workplace, whether the conduct is a one-off act or repeated course of conduct, and whether done purposefully or not. Neither will we tolerate retaliation against, or victimisation of, any person involved in bringing a complaint of harassment or bullying.

	<p>Retaliation or victimisation will also constitute a disciplinary offence, which may in appropriate circumstances lead to dismissal. Employees should also be aware that if a court or tribunal finds that they have bullied or harassed someone, in some circumstances the treatment may amount to a crime punishable by a fine or imprisonment.</p> <ul style="list-style-type: none"> • We will take appropriate action if any of our employees, volunteers, service users or contractors are bullied or harassed by our stakeholders or suppliers. • Allegations of bullying and harassment will be treated seriously. Investigations will be carried out promptly, sensitively and, as far as possible, confidentially. If, after an investigation, we decide that an employee has harassed or bullied another employee, volunteer, service user or contractor, then the employee may be subject to disciplinary action, up to and including dismissal. If a volunteer has harassed or bullied another employee, volunteer, service user or contractor, then their volunteering may be terminated with no possibility of obtaining a Battle Scars reference. • Employees and others who make allegations of bullying or harassment in good faith will not be treated less favourably as a result. False accusations of harassment or bullying can have a serious effect on innocent individuals. Staff and others have a responsibility not to make false allegations. False allegations made in bad faith will be dealt with under our disciplinary procedure.
Disciplinary procedure – Warnings	
<p>What type of treatment amounts to bullying or harassment?</p>	<ul style="list-style-type: none"> • Bullying or harassment is something that has happened that is unwelcome, unwarranted and causes a detrimental effect. If employees, volunteers or service users complain they are being bullied or harassed, then they have a grievance which must be dealt with regardless of whether or not their complaint accords with a standard definition. For further information, please refer to ACAS guidance. • It is important to recognise that conduct which one person may find acceptable, another may find totally unacceptable. All employees must, therefore, treat their colleagues with respect and appropriate sensitivity. We expect similar behaviour from our volunteers. Service users who do not treat others with respect may be asked to leave the premises or may be barred from Battle Scars services. • Bullying does not include appropriate criticism of an employee's or volunteer's behaviour or proper performance management.
<p>Reporting concerns</p>	<ul style="list-style-type: none"> • What you should do if you witness an incident you believe to be harassment or bullying: If staff witness such behaviour they should report the incident in

	<p>confidence to their manager. Volunteers should report such incidents to their volunteer leader or manager. Service users should report such incidents to a member of staff or a facilitator. Such reports will be taken seriously and will be treated in strict confidence as far as it is possible to do so.</p> <ul style="list-style-type: none"> • What you should do if you feel you are being bullied or harassed by a stakeholder or supplier (as opposed to a colleague): If staff are being bullied or harassed by someone with whom they come into contact at work, they should raise this with their manager in the first instance or, with the Chief Executive. If volunteers are being bullied or harassed by someone with whom they come into contact while performing their volunteering, they should raise this with their volunteer leader or manager. If service users are being bullied or harassed by someone with whom they come into contact while using Battle Scars services, they should raise this with a member of staff or a facilitator. We will then decide how best to deal with the situation, in consultation with the person reporting the harassment. • What you should do if you are being bullied or harassed by a colleague (staff only, everybody else should follow our Complaints & Compliments Policy): If a member of staff is being bullied or harassed by another employee or contractor, there are two possible avenues, informal or formal.
<p>Informal resolution</p>	<p>If you are being bullied or harassed by another employee or contractor, you may be able to resolve the situation yourself by explaining clearly to the perpetrator(s) that their behaviour is unacceptable, contrary to our policy and must stop. Alternatively, you may wish to ask your manager or a colleague to do this on your behalf or to be with you when confronting the perpetrator(s).</p> <p>If the above approach does not work or if you do not want to try to resolve the situation in this way, or if you are being bullied by your own manager, you should raise the issue with the CEO. The CEO will discuss with you the option of trying to resolve the situation informally by:</p> <ul style="list-style-type: none"> • Telling the alleged perpetrator(s), without prejudging the matter, that there has been a complaint that their behaviour is having an adverse effect on a fellow employee; • That such behaviour is contrary to our policy; • That the continuation of such behaviour could amount to a serious disciplinary offence. <p>It may be possible for the CEO to have this conversation with the alleged perpetrator without revealing your name, if this is what you want. They will also stress that the conversation is confidential.</p>

	<p>In certain circumstances we may be able to involve a neutral third party (a mediator) to facilitate a resolution of the problem. The CEO will discuss this with you if it is appropriate.</p> <p>If your complaint is resolved informally, the alleged perpetrator(s) will not usually be subject to disciplinary sanctions. However, in exceptional circumstances (such as a serious allegation of sexual or racial harassment or in cases where a problem has happened before) we may decide to investigate further and take more formal action notwithstanding that you raised the matter informally. We will consult with you before taking this step.</p> <p>If the allegation(s) is against the CEO, the matter needs to be brought to the Chair of the Board of Trustees' attention.</p>
<p>Raising a formal complaint</p>	<p>If informal resolution is unsuccessful or inappropriate, you can make a formal complaint about the harassment or bullying to your manager or the CEO (or the Chair of the Board of Trustees). A formal complaint may ultimately lead to disciplinary action against the perpetrator(s).</p> <p>We will first investigate the complaint. You will need to co-operate with the investigation and provide the following details (if not already provided):</p> <ul style="list-style-type: none"> • The name of the alleged perpetrator(s), • the nature of the harassment or bullying, • the dates and times the harassment or bullying occurred, • the names of any witnesses and • any action taken by you to resolve the matter informally. <p>The alleged perpetrator(s) would need to be told your name and the details of your complaint in order for the issue to be investigated properly. However, we will carry out the investigation as confidentially and sensitively as possible.</p> <p>Where you and the alleged perpetrator(s) work in proximity to each other, we will consider whether it is appropriate to separate you whilst the matter is being investigated.</p> <p>After the investigation, we will meet with you to consider the complaint and the findings of the investigation. At the meeting, you may be accompanied by a fellow worker or a trade union official.</p> <p>After the meeting (and normally within five working days), we will write to you to inform you of our decision and to notify you of your right to appeal if you are dissatisfied with the outcome. You should put your appeal in writing explaining the reasons why you are dissatisfied with our decision. You should submit your appeal within five working days of receiving written confirmation of our decision. If you submit an appeal, you will be invited to attend a meeting to consider it. Once again you may be accompanied by a fellow worker or a trade union official. We will write to you afterwards to confirm our final decision.</p>
<p>Disclosure and confidentiality</p>	<p>We will treat personal data collected during this process in accordance with the <i>Battle Scars Data Protection Policy</i>.</p>

Use of the Disciplinary Procedure	Harassment and bullying constitute serious misconduct. If, at any stage from the point at which a complaint is raised, we believe there is a case to answer and a disciplinary offence might have been committed, we will instigate our disciplinary procedure. Any employee found to have harassed or bullied a colleague, volunteer or service user will be liable to disciplinary action up to and including summary dismissal.
Policy review	
Responsibility	It is the responsibility of the CEO to review this policy unless the task has been delegated to an appropriate volunteer or employee before the policy review date.
Procedure	All volunteers and employees can have input in this policy's review via their supervision.
Timing	The review must be completed within a month of the review date.

Grievance Procedure - Appendix 1

To:

From:

Date:

Immediate Superior:

Dear

I wish to take a formal grievance out against:

in line with the Battle Scars' Grievance Procedure.

The details of my grievance are shown below :

Yours sincerely,

(Manager should respond to this formal written grievance within 2 working days unless an extended period for response is mutually agreed)

Grievance Procedure - Appendix 2

To:

From:

Date:

Immediate Superior:

Dear

On *(within 10 days of the response to the initial formal grievance)* my grievance against

was heard by

I am not satisfied with the outcome of this meeting and would like to appeal to yourself for a further hearing of my grievance, in line with the Battle Scars' Grievance Procedure.

I enclose a copy of the original letter regarding this matter and other correspondence and information related to it.

Yours sincerely

(Manager should respond to this formal written grievance within 7 days unless an extended period for response is mutually agreed)

Grievance Procedure - Appendix 3

To (Chair of the board of trustees):

From:

Dept:

Date:

Immediate Superior:

Dear

On (within 10 days of the response to the second stage of the formal grievance) I appealed to against the decision made at my initial grievance against

I remain dissatisfied with the outcome of this meeting and would like to appeal to you for a further hearing of my grievance, in line with the Battle Scars' Grievance Procedure.

I enclose a copy of the original letter regarding this matter and other correspondence and information related to it.

Yours sincerely

(Chair should respond to this formal written grievance within 20 working days unless an extended period for response is mutually agreed)