



Dignity at Work Policy and Procedure

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Human Resources Employment Policies





HUMAN RESOURCES AND ORGANISATIONAL DEVELOPMENT

Quick Reference - Associated Documents

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DIGNITY AT WORK

POLICY

1 INTRODUCTION

- 1.1 West Dunbartonshire Council (the Council) recognises that all employees have the right to be treated with dignity and respect in their working environment.
- 1.2 As an Equal Opportunities employer the Council is committed to ensuring that no employees are subjected to any type of offensive behaviour such as discrimination, harassment, victimisation or bullying. The Council regards such offensive behaviours as misconduct.
- 1.3 In valuing diversity and supporting Equal Opportunity for all, the Council will not tolerate any variation from the important principle of equal treatment in the workplace in terms of job opportunities, performance management and training.
- 1.4 The purpose of a Dignity at Work policy is to clearly demonstrate the Council's commitment in promoting dignity and respect at work and a zero tolerance approach to discrimination, harassment, victimisation and bullying. The policy provides a clear framework within which all forms of discrimination, harassment, victimisation and bullying can be discouraged and promptly addressed.
- 1.5 The Council recognises that any employee who suffers or may have suffered discrimination, harassment, victimisation or bullying at work may be able to seek remedies through civil or criminal law. This policy should not be regarded as attempting in any way to restrict individual legal rights.

2 KEY PRINCIPLES

- 2.1 The Council recognises that offensive behaviour can create an intimidating, hostile or humiliating working environment which can impact on the health, confidence, and morale and job performance of employees. It can also have a direct impact on other colleagues, service delivery and the overall effectiveness of the Council.
- 2.2 In recognition of both its role as an employer, and its legal responsibilities, the Council is committed to the achievement of a working environment in which everyone is treated with fairness, mutual respect and dignity.

- 2.3 It is possible that inappropriate behaviour, as defined in this policy, whilst being acceptable to some employees may actually cause embarrassment, distress or anxiety to others. It has to be recognised that feelings of discrimination, harassment, victimisation and bullying relate essentially to the views held by individual employees. It is important, therefore, to note that it is not the intent behind the behaviour that defines whether it is inappropriate or offensive but whether the recipient perceives the behaviour as such and also could reasonably be considered to be so.
- 2.4 Allegations of offensive behaviour at work will be treated seriously. It is a fundamental principle of this policy that no employee shall suffer any form of detriment for bringing forward an allegation of discrimination, harassment, victimisation, or bullying, unless that allegation is found to be malicious/vexatious and unfounded.
- 2.5 In some instances, the alleged offender may not be an employee of the Council. In such cases, appropriate action will be taken to protect the Council's employee consistent with the Council's duty to provide a safe working environment and a service to the community. Employees who consider that they have suffered unwanted and/or offensive behaviour during the course of their Council duties by a member of the public should report the matter to their Manager immediately.
- 2.6 In some instances the alleged offender may be an Elected Member. In such cases the employee may raise a complaint; however this would be managed not through the Dignity at Work policy but through the Code of Conduct for Councillors. The employee would raise complaints regarding Elected Members conduct through the Standards Commission for Scotland. (www.standardscommission.org.uk)
- 2.7 A key principle embodied in the policy is confidentiality by all parties who may be involved - (See "Procedures: 1.7-1.12).

3. POLICY AIMS

- 3.1 The main aim of this policy is to promote the development of a non-threatening working environment in which all employees treat each other with fairness, dignity, respect and equal treatment.
- 3.2 The specific aims of this policy are to: -
- 3.2.1 Ensure that all employees are aware of the types of behaviour that may constitute discrimination, harassment, victimisation and bullying and to encourage employees to use this knowledge:
- (i) To manage their own personal behaviour and,

- (ii) To discourage inappropriate behaviours in others.
- 3.2.2 Ensure that all employees understand that any type of harassment, discrimination, victimisation or bullying is intolerable and unacceptable;
- 3.2.3 provide procedures whereby complaints can be raised and investigated in a manner which recognises the sensitivity of the issues and the rights of the parties involved;
- 3.2.4 ensure that all allegations of discrimination, harassment, victimisation and bullying are taken seriously, responded to promptly, investigated fully if appropriate and treated confidentially;
- 3.2.5 promote a working environment in which employees feel confident bringing forward complaints of offensive behaviour without fear of victimisation or recrimination; and
- 3.2.6 Resolve the situation involving offensive behaviour by the most appropriate method using procedures associated with this policy which may include the Manager's decision to invoke disciplinary action.

4 SCOPE

- 4.1 The procedures set out in this policy apply to all employees including Chief Officers, local government employees, craft workers, and teaching staff.
- 4.2 The principles of appropriate behaviour, fairness, dignity, respect and equal treatment at work apply to everyone who undertakes work on behalf of the Council. Officers will ensure that, where appropriate, this policy will be brought to the attention of contractors and sub contractors, especially in the delivery of services.
- 4.3 Elected Members will carry out some of their duties in the workplace and will come into contact with Council employees. Elected Members will be expected to conduct themselves in a way that is consistent both with the Code of Conduct for Councillors and the principles of this policy. Elected Members are expected to respect all council employees and the role they play treating them with courtesy at all times and it is expected that employees will show the same courtesy to Elected Members.

5 DEFINITIONS

5.1 Complainant:

This could be the employee or a group of employees who considers that s/he/they may be experiencing inappropriate behaviour as defined by this policy.

The complainant could also be a third party (another employee) who is raising a concern upon witnessing the potentially inappropriate treatment of others and where that treatment has had a negative impact on the third party.

If, however, the impact on the third party is less clear such as where the third party is merely bringing to management's attention the potentially inappropriate behaviour because it is in contravention of this policy, then the third party will not be treated as a complainant and the way management will respond is detailed in the "*Procedures – 2.2.4*"

5.2 Respondent:

The alleged offender who could be an employee or a group of employees accused of behaviour that the complainant believes to be inappropriate or offensive.

5.3 Discrimination:

Discrimination is the singling out of a particular person or group of people for special favour or disfavour. Discrimination may be Direct, Indirect or as a consequence of an unconscious action. (*See Appendix I for full details and examples*).

5.4 Harassment:

In general terms, harassment can be described as unwanted behaviour which is inappropriate in the workplace and which a person finds intimidating, upsetting, embarrassing, humiliating or offensive. In this respect, it is the effect of the behaviour on the recipient, not the respondent's intentions, which is key in determining whether or not the behaviour constitutes harassment. Harassment may be a single incident or persistent and may affect one person or a group of individuals. Forms of Harassment can include Sexual Harassment, Sexual Orientation Harassment, Racial Harassment, Disability Harassment, Harassment on the grounds of Religion or Belief, Gender and Harassment due to Age. (*See Appendix I for full details and examples*).

5.5 **Victimisation:**

Victimisation occurs when a person is treated less favourably than s/he would otherwise have been or less favourably than others would be in the same circumstances as a result of making a complaint or taking part in the resolution or investigation of a complaint.

5.6 **Bullying:**

Bullying is offensive, intimidating, malicious or insulting behaviour, or an abuse or misuse of power, which has the purpose or effect of belittling and humiliating the recipient, causing the loss of self respect. It may be a single incident or a persistent pattern of unwelcome, inappropriate or offensive behaviours. - *(See Appendix I for full details and examples).*

5.7 **Favouritism:**

Favouritism is the giving of preferential treatment to one or more employees without a valid or justifiable business/organisational reason. Under this policy, favouritism is considered to be inappropriate behaviour when its practice has a detrimental effect on others and has the potential to lead to discrimination, victimisation, harassment or bullying. *(See Appendix I for full details and examples).*

5.8 **Management of Employee Performance**

There is a need for employee performance to be managed in order to bring about the aims of the Council and service requirements. This Policy does not seek to diminish a Manager's ability to do this. Legitimate, constructive and fair criticism of an employee's performance or behaviour at work is not bullying or harassment. It is also recognised that an occasional raised voice or argument does not constitute bullying.

However, it is unacceptable to condone bullying behaviour under the guise of a particular management style. Effective management obtains results whilst ensuring that employees are treated with dignity and respect.

6 LEGISLATIVE/POLICY FRAMEWORK

- 6.1 This policy takes into consideration the legal requirements of UK Employment Law, the relevant provisions of EU Law and non-statutory materials.
- 6.2 Discrimination based on race, gender, sexuality, disability age and religion or belief are serious employment issues and may be in breach of the Race Relations Act 1976, the Sex Discrimination Act 1975, the Employment

Equality (Sexual Orientation) Regulations 2003, the Disability Discrimination Act 1995, the Employment Equality (Age) Regulations 2006, the Employment Equality (Religion or Belief) regulations 2003, the Human rights Act 1998, the Public Order and Criminal Justice Act 1994, the Protection from Harassment Act 1997 and/or Equal Opportunities Codes of Practice.

- 6.3 Under legislation, individual employees and the Council may each be legally liable for acts of unlawful discrimination. Bullying, racial harassment and sexual harassment can constitute unlawful discrimination.

7 APPLICATION OF POLICY AND PROCEDURES:

- 7.1 To support the application of this policy separate procedures have been developed.

8 RESPONSIBILITIES UNDER THIS POLICY

8.1 Employees

Employees of the Council have a responsibility to respect the dignity of others at work. All forms of discrimination, harassment, victimisation and bullying can be distressing to the recipient of such behaviour, even though the behaviour may seem trivial or be acceptable to others. Therefore, everyone should:

- make themselves aware of the contents of this policy and ensure that their behaviour is consistent with the principles expounded in it;
- comply with the policy in full, irrespective of job function, rank or location;
- be aware of the risks and ensure that their behaviour does not cause offence or mislead others about their wishes and intentions;
- raise their concerns with an appropriate Manager if, in their view, they believe they have witnessed an incident of discrimination, harassment, victimisation or bullying;
- make themselves available for training as required.

8.2 Managers (Directors, Heads of Service, Managers, Section Heads, Team Leaders and Supervisors)

Managers are responsible for maintaining a working environment that is free from discrimination, harassment, victimisation and bullying, particularly in work areas for which they are responsible and amongst those employees for whom they line manage. Therefore, they should:

- explain the policy and procedure to their employees as necessary, especially to new employees, and take steps to promote it;
- ensure that the culture in their workplace does not encourage behaviour which may cause offence to anyone;
- be alert to the possibility that problems may be developing, and take appropriate corrective action even though a complaint has not been made (individuals who are being discriminated against, harassed, victimised or bullied are often reluctant to complain);
- positively manage repeated unacceptable behaviour by an employee,
- pay attention to their own management style to minimise the risk of their behaviour being interpreted by employees as being discriminatory, victimising, harassing or bullying;
- deal promptly and sensitively when a complaint is made by any of their employees, being supportive and ensuring that confidentiality is maintained at all times;
- provide full and clear advice on the procedure for dealing with the complaint
- try and resolve the issue informally as detailed in “*Procedures: Section 2*” of this policy;
- seek to resolve issues constructively at the informal stage of the procedure, if possible and appropriate;
- feedback to the employee the results of an investigation
- consider moving people to another area where appropriate and possible
- release employees for training as required.

8.3 **Human Resources (HR)**

HR is responsible for providing guidance, advice and assistance where necessary during the informal and formal stages of applying this policy. HR will be responsible for maintaining the central database.

HR is responsible for maintaining, reviewing and updating the policy and procedure, and will also be responsible for managing the process of allocating resources for investigation, mediation. Supporting and developing these individuals and ensuring an adequate pool of support is available.

8.4 **Trades Union Representatives**

It is not the intention of this policy to circumvent the involvement of the Trade Unions in representing their members and employees may seek advice, support or representation from a trades union representative at any time. This might include being accompanied by a Council accredited union representative to any interviews with the Investigator. Trades Union

representatives are required to commit and work within the processes provided by the policy and procedure.

8.5 **The Council**

The Council fully supports this policy and will ensure its consistent implementation. The Council has a responsibility to maintain a working environment that is free from all forms of inappropriate behaviour, particularly one that is free from discrimination, harassment, victimisation and bullying. The Council, therefore, will:

- publish and promote this policy and review and monitor both the policy and the effectiveness of the procedure;
- provide training and information to ensure managers and employees are fully aware of this policy and the procedures for dealing with discrimination, harassment, victimisation and bullying;
- designate appropriately trained internal or external individuals (such as Confidential Contacts, Counsellors, Mediators, Investigators, HR Officers) to provide support and assistance to all parties involved in a complaint and their managers who have to implement the procedure.

8.6 **Confidential Contacts**

Confidential Contacts are employees specially trained to offer help, guidance and support to other Council employees involved in a complaint. Confidential Contacts will:

- have received appropriate training;
- accord due respect to the rights of all parties;
- have no connection with the allegations;
- be neutral and maintain confidentiality at all times except within boundaries agreed on health, safety, welfare or where the Confidential Contact feels the allegations are too serious to ignore and where they may need further advice to protect the employee or the Council.
- be independent of any investigation (they will not be required to provide evidence in proceedings).

8.7 **Investigators**

All complaints reaching the formal stage will be fairly and thoroughly investigated. The investigation will be handled by an internally trained Investigator, who will not have had any involvement with the case, or in certain circumstances an independent, external professional Investigator. The latter may be deployed for particularly sensitive situations such as where senior employees are involved or where specialist technical/legislative knowledge appertaining to the situation is required.

The Investigator will:

- ensure that the complaint is investigated promptly and in accordance with the Council's procedure;
- maintain professionalism, independence, neutrality, objectivity and confidentiality;
- interview the parties and witnesses involved;
- collect and present all evidence;
- produce a report with all relevant evidence to enable the Manager to form a judgment.

8.8 Mediators

Mediators will be used to facilitate a resolution of conflict between individuals/parties by helping create a safe environment to assist the parties reach a mutually acceptable agreement. The Mediator will:

- Be responsible for the process of mediation but not the content or outcome
- Act as catalyst between the opposing interests of those involved, attempting to bring them together by defining the issues, eliminating obstacles to communication and moderating and guiding the process.
- Remain impartial, taking no sides in the difference of opinion and treating everyone fairly.
- Help employees prioritise and explain their concerns.
- Seek concession from each side or explore compromises and maintain parity between parties.
- Diffuse hostility and encourage constructive participation.
- Agree the mediation format.
- Empower the parties to find their own solutions to the problems that affect them.

9 REVIEW AND MONITORING

- 9.1 This policy will be reviewed 1 year from the date of Council approval. Thereafter it will be reviewed bi-annually, or in line with any changes to employment legislation.
- 9.2 It is the responsibility of the Head of Human Resources & Organisational Development to review, monitor and adjust as necessary this policy and procedure. The policy will be monitored and reviewed for effectiveness and a central record of Dignity at Work formal complaints will be maintained by HR&OD and will be reviewed by the Internal Audit Section to ensure resolution and no victimisation.¹. The central record will include

the nature of the complaint, time taken to deal with complaint, whether investigation undertaken and the outcome. Managers are responsible for ensuring that information in relation to complaints received is passed to the appropriate HR Advisor timeously to enable the central database to be updated.

- 9.3 Separately, all complaints under this policy, which have been substantiated, will be reviewed in confidence by the Head of Human Resources and Organisational Development with a view to making improvements to the working conditions within the Council. All themes and trends will be reviewed in order to monitor the effectiveness of this policy and procedure. Reports will be submitted to CMT and JCF on a quarterly basis for information.
- 9.4 HR&OD will be accountable for managing the process of allocating resources for investigation, mediation and evaluating the effectiveness of this procedure. This will be managed through the HR Manager.

DIGNITY AT WORK

PROCEDURES

1 PRINCIPLES:

Introduction

- 1.1 The Dignity at Work policy provides a discrete and robust procedure for processing all Dignity at Work complaints and appeals. If an employee, or group of employees, has any concerns in respect of discrimination, harassment, victimisation or bullying these procedures should be used to raise their concerns.
- 1.2 The Council is committed to treating seriously all complaints of discrimination, harassment, victimisation and bullying and resolving them swiftly and sensitively, on an informal and/or formal basis, in line with the procedures detailed below.

Rights of Employees

- 1.3 All employees have the right to equality of opportunity and to a working environment that is free from discrimination, harassment, victimisation and bullying.
- 1.4 All employees have the right to raise a complaint or concerns about harassment, victimisation and bullying in the workplace and to have their complaint dealt with fairly, thoroughly, sensitively and quickly; they also have a responsibility to respect the dignity of others at work.
- 1.5 Any party to a complaint may seek advice from, and be assisted by, a Confidential Contact, a work colleague or a trades union representative at any time during this procedure. A work colleague or a trades union representative may also accompany the employee to any meeting during the process, if the employee so wishes.
- 1.6 Employees should use this Procedure in the first instance to raise complaints either through the informal or formal process. Individuals complaining of racial or sexual harassment, or harassment on the grounds of disability, age or religion or belief may have direct recourse to the law through an Employment Tribunal, and using the procedures will not prohibit an employee from taking a complaint to an Employment Tribunal. Whilst other forms of harassment may not be in breach of the law, they may contravene Council policy and as such are unacceptable.

Confidentiality

- 1.7 The Council expects all parties involved in the Dignity at Work process to preserve the confidentiality of the matter at all times. Breach of confidentiality can hinder early and constructive resolution and may be considered to be a disciplinary offence.
- 1.8 The general principle is that any conversation in the context of this policy will be treated in confidence. In exceptional circumstances there may be reasons to seek guidance on selective or restricted disclosure, for example where there is a significant impact upon the health, safety and welfare of persons concerned, including the employee. Due to the potentially sensitive nature of the information gathered, where personal information is held, there is no automatic right to disclose information provided in confidence. The Confidential Contact, or other party, intending to take this step should first seek guidance from a suitably qualified senior HR member of staff able to comment on data issues.
- 1.9 Information obtained in this context, will be treated in the manner identified in 1.8 above. Wherever possible, consent will be obtained prior to information being shared. Information will be provided to relevant parties on a need to know basis. Personal information appertaining to the complainant will not be released to third parties without consent unless it is identified that exceptional circumstances apply or there is a legal requirement to do so. Independently from this process, the policy cannot restrict access to this information should disciplinary proceedings be instigated or the matter, or related matters go to an Employment Tribunal.
- 1.10 All parties interviewed during investigations i.e. complainant, respondent and witnesses, will be required to keep the interview itself and the content strictly confidential and not to disclose to third parties.
- 1.11 In general terms, the final report will be disclosed to the HR Advisor, the Manager who commissioned the investigation, the Manager(s) who have direct responsibility for the complainant and respondent and senior management who may be involved in any disciplinary procedure as a consequence of the investigation. The parties, and witnesses, will be advised in more specific terms of who these are at the time of their interviews.
- 1.12 Should the complaint proceed to an Employment Tribunal, information may be required to be disclosed to other parties in order to prepare and respond to any claim.

2 INFORMAL STAGE:

- 2.1. Where an employee has a concern or complaint in relation to a dignity at work issue they should try to resolve the problem on an informal basis, if they feel able to take this approach. Where the individual feels this approach is not appropriate the employee can progress direct to the formal stage.
- 2.2. On receiving a complaint, every effort should be made to resolve the situation informally and as timeously as possible. An informal complaint may be raised either verbally or in writing.
- 2.3. The action to be taken by the various parties who may be involved is as follows:

2.3.1. Employee Action

An employee who considers he/she has been subjected to any form of discrimination, harassment, victimisation or bullying (a potential complainant) should, in the first instance, advise the person they consider to be responsible that the behaviour is unwanted and offensive and request that it stops. In some cases the other person may not be aware the effect his/her behaviour is having on others and once it is drawn to his/her attention this could resolve the problem. Sometimes the person raising the concern might find it helpful to have a work colleague present.

Employees who believe they have witnessed another employee being subjected to discrimination, harassment, victimisation or bullying are encouraged to raise their concerns with an appropriate Manager.

2.3.2. Employee Action with Advice

In circumstances where raising the matter directly is too difficult or too embarrassing for an employee, even with a colleague present, advice should be sought from the Manager, Confidential Contact, HR Advisor or a Trades Union representative.

Where the complaint is about the Manager, the employee should raise the matter with a more Senior Manager or an HR Advisor.

2.3.3. Confidential Contacts

The role of the Confidential Contact is to provide guidance, assistance and support to employees in a sensitive, understanding and confidential manner and to explore possible courses of action.

The Confidential Contact may accompany an employee raising a concern to a meeting with the other person and where necessary facilitate communication between the two parties. The Confidential Contact role will not act as a representative of the employee or speak on their behalf. If, as a consequence, the employee who raised the concern does not wish to proceed with any further action, the Confidential Contact will respect this decision. However, whilst the general principle is that any conversation held with a Confidential Contact in the context of this policy will be in confidence, there may be exceptional circumstances where the Confidential Contact may feel that the allegations are too serious to ignore, particularly where it is considered that they would impact on health, safety and welfare, and therefore may seek further advice from the nominated support contact in order to protect the employee or the Council.

The Confidential Contact will keep a note of action taken at this stage, but no record will be kept on the file of the person whose alleged behaviour was the cause of concern. Confidential Contacts will ensure that all sensitive information is treated confidentially and stored in compliance with the requirements of the data protection legislation. A secure lockable file will be provided for this purpose.

The Confidential Contact will remain neutral at all times, and the person whose alleged behaviour has been the cause of some concern might find it helpful to discuss their situation with another Confidential Contact.

2.3.4. Manager Action

Where an employee raises concerns, the Manager will seek to understand the situation, what assistance is sought and what the person with concerns would prefer as outcomes. The person with concerns may request that the Manager approaches the person whose behaviour is of concern, either with them or on their behalf, to raise the concerns.

Where a Manager has received a complaint from another employee, who is raising a concern upon witnessing the potentially inappropriate treatment of others and where that treatment has had a negative impact on the person raising the concern, the Manager will treat this employee as a complainant, i.e. as the person making the complaint.

On the other hand, the impact on the employee raising the concern may be less clear or non-existent, i.e. where the employee is merely bringing to the Manager's attention the inappropriate behaviour because this is in contravention of the policy. In this situation, the Manager, whilst not treating the person who gave him/her the information as a complainant, will nevertheless view the information with the same seriousness and may

instigate an appropriate fact-finding exercise and subsequently deal with any offence through the informal/formal procedure as may be appropriate.

2.3.5. **Counselling**

The Council recognises that employees who consider they may have experienced discrimination, harassment, victimisation and bullying may benefit from emotional, independent or objective support. Counselling has been shown to help with understanding our individual responses to certain behaviours and can ensure we remain focused while deciding what action to take. In this respect trained, qualified and experienced counsellors are available through the Employee Counselling Service.

The Employee Counselling Service is an external agency which provides confidential counselling and support for individuals about work-related or domestic matters. This can include having either experienced inappropriate behaviour in the workplace or been accused of it or disciplined for it. Referrals can be arranged through HR&OD or employees can also arrange an appointment as a self referral by telephoning 0800 435 768. The Employee Counselling Service is based at 8th Floor, Savoy Tower, 77 Renfrew Street, Glasgow G2 3BZ. The general enquiry telephone number is 0141 332 9833.

2.3.6. **Mediation**

In some cases, mediation provides a swift and constructive resolution to the problem. Employees are encouraged to use mediation wherever appropriate. The mediation will be carried out between the parties either by internally trained independent mediators or in exceptional circumstances by external professional workplace mediators. The Manager or Head of Service will, in consultation with the HR Advisor, arrange for mediation. Mediation is confidential and both parties may be accompanied, if they so wish, by a colleague or a trade union representative to the mediation meetings if the parties agree. Mediation can only take place where the complainant and respondent agree to this. (*See Appendix II*).

- 2.4. **Early Resolution** - If, as a consequence of any of the above, the person whose alleged behaviour is an issue acknowledges it, s/he will be expected to inform the person raising the issue that they are now aware that the behaviour is seen as inappropriate or unwelcome, will stop or modify it, and will be receptive to any appropriate support offered to resolve the situation. Such a positive response to resolve the situation is always to be encouraged.

- 2.5. **No Resolution** - Even though the Informal Stage of this procedure seeks early resolution, where there is no agreed resolution the person raising the concern may wish subsequently to move on to the Formal Stage. It is advisable for all parties involved – the potential complainant, the alleged respondent, Managers, HR staff, the Confidential Contact and Trades Union representative to keep personal notes of what took place at the informal stage (e.g. dates, times, places, witnesses, what was said – particularly with respect to the nature of the allegation(s) and early attempts to resolve the matter). Personal notes must be stored in compliance with the requirements of the data protection legislation.
- 2.6. No formal notes are made during the course of mediation, although a statement of outcomes or agreements is often made and, if the parties agree to share some or all of the points, it can help to indicate to the Manager or HR Advisor the outcome and agreed course of action.
- 2.7. In exceptional circumstances any of the Council employees involved may have a concern about a complainant or respondent's health or well-being. In such circumstances they may wish to bring this to the attention of their HR Advisor who will arrange for professional advice to be received from the Occupational Health Service. Following the advice, the complainant or respondent may be offered a confidential medical referral/assessment initially through the Council's occupational health facility.

3 FORMAL STAGE

- 3.1. The complainant should formally report his/her concerns, in writing on the Formal Complaint form (Appendix III) or by letter, to his/her appropriate Manager who will acknowledge receipt of the complaint within 5 working days (Appropriate Manager would be at Section Head level or above). The Manager should send a copy of the complaint to HR&OD for information and monitoring purposes, this will be recorded by onto the central database reviewed by Internal Audit. The Formal Complaint should ideally include:
 - the name of the alleged offender (the respondent);
 - nature of the complaint/allegations;
 - facts and dates, where possible, with reference to detailed incidents, documents or other evidence;
 - the effects the alleged behaviour has had on the complainant;
 - what, if any, informal action was taken and the outcome.

Note - Where the complaint is about the Manager, the employee should report their concerns to a more senior manager.

- 3.2. In terms of the time limits, the complaint should be submitted as soon as possible but within 3 months of the incident having taken place (or the latest incident if a series of incidents is involved). The only reason a complaint will be considered outside this time limit is if:
- the complainant has been absent from work during the 3 months, or
 - the complainant can demonstrate that their concerns had been previously registered elsewhere e.g. with a trades union representative, a Confidential Contact, a Manager or HR.
- 3.3. The departmental Manager or other nominated Senior Officer (Manager Level or above) must deal with the formal stage as appropriate.
- 3.4. The respective Manager of the complainant and respondent should provide them equally with adequate emotional and moral support, making necessary adjustments to the working conditions or patterns if necessary. An investigation can have the same emotional effect on respondents as complainants especially where respondents do not consider that they have committed the alleged offence.
- 3.5. The Manager will make a request through the HR Advisor for a trained Investigator to conduct a preliminary inquiry into the complaint. Investigations of complaints should be independent, objective and handled confidentially to protect the rights of both the complainant and respondent. To ensure impartiality, therefore, the Investigator will be an independent employee who has been trained to carry out such investigations and who has not had any previous involvement in any capacity with the case or any connection with the allegation. In exceptional circumstances an external Investigator may be used.
- 3.6. The Investigator will interview the complainant to clarify the allegations and determine the nature and extent of the complaint. The Investigator may be accompanied by a note-taker where this is deemed to be helpful. The same rules of confidentiality will apply to the note-taker. During the interview the complainant may be accompanied by a colleague or a trades union representative. Interview notes will be taken – the notes will not be verbatim but a summary of the principal points. (*See further details on Interview Notes below*) The complainant should be instructed that, as the formal investigation has now commenced, he/she should not discuss the case with any other employee other than their accompanied person or their Confidential Contact. If they had been discussing it with any other employee previously, this should now cease. Breaches of confidentiality will be viewed seriously.

- 3.7. The complainant should also be advised that details of the complaint/allegation(s) together with the complainant's signed and agreed interview record (ROI) will be provided to the respondent if a full investigation is to be undertaken.
- 3.8 The Investigator should also inform the complainant that he/she will report back to the Manager on the outcome of the preliminary interview. The Manager will then arrange to meet the complainant to advise of the action being taken.
- 3.9 Following the preliminary interview, the Investigator will ensure that he/she has a signed and agreed ROI within 5 working days. The Investigator will then meet the Manager and provide him with a copy of the ROI and summary of the allegations. The Manager will decide the appropriate outcome:
- (a) That the Manager will meet the Complainant and explore whether the complaint can be resolved as prescribed under the Informal Stage above, if this has not already been done.
 - (b) That the complainant's complaint/concerns are not appropriate for some reason, for example, they are not related to this policy or they are out of time. The Manager will advise the complainant of this outcome.
 - (c) That a full investigation will be undertaken (see 3.12 below). Where it is considered, based on the information provided by the complainant, that there is potentially a case to answer, the Investigator will proceed to a full investigation. In deciding whether or not there is potentially a case to answer, the Investigator will consider whether the allegations fall within the remit of this policy as detailed above and within the time limit as described below. Therefore, this means that not all complaints raised under the Formal Stage will proceed to a full investigation. For example, complaints about Council procedures or terms and conditions of employment are handled under the Grievance procedure.
- 3.10 If 3.9 (c) applies, the Manager will arrange to meet the complainant and the respondent separately to advise them that a full investigation will now take place and will inform both parties of the confidentiality requirements associated with the investigation. The meetings should be arranged as soon as possible and the Manager should confirm to the Investigator that the meetings have been held and the full investigation should commence.

- 3.11 The aim of the investigation will be to make every reasonable effort to establish the facts of the complaint and for the Investigator to determine whether, on a finding of fact or a balance of probability, the behaviour complained of occurred, was inappropriate/unacceptable and whether or not it breached the provisions of this policy. The most important consideration is for a fair outcome to be achieved. The investigation will be carried out along the following lines, although the Investigator may choose to adopt a more flexible approach depending upon particular circumstances.
- 3.12 The investigation will proceed along the following lines:
- 3.12.1 Within 5 working days of the respondent's meeting with the Manager, the Investigator will advise the respondent in writing (template letter) of the arrangements for the Investigatory interview. Details of the complaint/allegations together with the complainant's signed and agreed ROI should be provided to the respondent. The respondent should also be advised:
- not to discuss any aspect of the complaint with the complainant during the course of the investigation;
 - that the respondent has the right to be accompanied at the interview by a colleague or a trade union representative;
 - not to discuss the case with any other employee other than their accompanied person or their Confidential Contact. If they had been discussing it with any other employee previously, this should now cease. Breaches of confidentiality will be viewed seriously.
- 3.12.2 The interview will be focused on the specific allegations made by the complainant. The respondent may be accompanied by a colleague or a trades union representative. Interview notes will be taken – the notes will not be verbatim but a summary of the main points. (*See further details on Interview Notes below – 3.14/3.15*).
- 3.12.3 The Investigator will interview any witnesses as he/she considers appropriate. The witnesses will be chosen from those nominated by the complainant and respondent and any others that the Investigator deems to be relevant. (The Investigator need not interview all witnesses nominated). Interview notes will be taken. The Investigator may decide to hold telephone interviews or obtain witness statements if considered to be more expedient.

- 3.12.3 All witnesses will be advised that their input is neutral, that they are not expected to support either party, nor to discuss the complaint with other employees and that any breach of confidentiality will be viewed seriously. All witness statements/interview records require to be signed and dated as an accurate reflection of their interview. In rare situations where there are concerns for the safety of a witness, consideration may be given to anonymising the witness's statement before inclusion in the report. This will be done after the statement has been signed by the witness.
- 3.12.4 All parties should be aware that if a case is taken to Employment Tribunal or civil court, the Council will meet its legal obligations and provide all requested documentation relating to the case to all legal representatives. This may include witness reference.
- 3.12.5 In order to establish the facts, the Investigator will have access to any other documents, personal/personnel files, IT data, CCTV or any other evidence considered pertinent to the investigation. Requests for information will be required to go through HR to ensure data protection law is not breached.
- 3.12.6 The Investigator will produce a report of the investigation with interview records, witness statements and any other relevant supporting documentation/ evidence attached and it will be submitted to the Manager who commissioned the investigation.
- 3.12.7 The report will be in the following format:
- Executive Summary
 - Methodology
 - Allegations
 - Evidence against each allegation
- 3.13 The whole investigation will be completed within 8 weeks. In circumstances where it is not possible to keep within this timescale, e.g. due to the number of witnesses being interviewed, the Investigator will agree an extension with the Manager who commissioned the investigation. The complainant and respondent will be advised of the need for an extension, and the likely timescale for completion.
- 3.14 Interview notes will be taken during all interviews. A note taker may be used where it is deemed helpful. The notes will not be verbatim but a summary of the main points made. All interviewees will be supplied initially with the draft notes and invited to make comments and return to the Investigator/note taker within 5 working days. The Investigator will retain discretion as to what extent the comments made by the interviewee will be

incorporated into the final record of interview but the aim should be to obtain the interviewee's agreement to the notes. Where agreement cannot be reached with the interviewee, the interviewee's points of contention will be attached to the record of interview.

- 3.15 The Investigator may extend the period of 5 days in exceptional circumstances such as sickness but if there is no good reason for not being returned within this time, the Investigator may give the interviewee one ultimatum in writing such that if the notes are not returned or no comments made on them by a specified date (usually not more than 2 additional working days), it will be assumed that the interviewee has no comments to make and that the notes have the interviewee's tacit approval and no signature will be required – the notes will then be finalised as that interviewee's record of interview.
- 3.16 On receipt of the report, the Manager will decide, based on the finding of facts contained in it, or the balance of probability, whether the allegations should be "upheld" or "not upheld" and consequently whether or not this policy has been breached.
- 3.17 The Manager will meet the complainant and respondent separately to provide them with a copy of the report and advise them of the outcome and any further action being taken.

4. OUTCOME:

- 4.1 Where the Manager, based on the investigation, decides that inappropriate behaviour has occurred in breach of this policy, or alternatively if the complaint was vexatious¹ frivolous² or malicious³, he/she, in consultation with the HR Advisor, may decide that the matter should be dealt with in accordance with the Council's Disciplinary Procedures.
- 4.2 In the more serious cases, discrimination, harassment, victimisation or bullying can constitute gross misconduct and where this is established could result in summary dismissal.

¹ Vexatious - instituted without sufficient grounds, for the purpose of causing annoyance or trouble to the person. The interpretation of vexatious verges on the malicious.

² Frivolous - of little or no weight, value of importance; not worthy of serious attention; having no reasonable ground or purpose; manifestly insufficient.

³ Malicious – instituted with spiteful or malevolent intent, being deliberately harmful, and motivated by or resulting from, a desire to cause harm or pain to another person.

- 4.3 When a complaint is upheld and it is deemed necessary to relocate or transfer one party, wherever practicable consideration should be given to allowing the complainant to choose whether he or she wishes to remain in their post or be transferred to another location. If the complainant requests a transfer all reasonable efforts shall be made to identify a post on similar conditions. Business considerations will also be taken into account by the Head of Service/Manager in deciding upon a transfer of either party. If a transfer is not required, the appropriate Manager should monitor the situation to ensure that the inappropriate behaviour has stopped.
- 4.4 Where it is found that a complainant has made a vexatious, frivolous or malicious complaint, the individual will be dealt with under the Council's Disciplinary procedure as it may be viewed as potential misconduct. A vexatious, frivolous or malicious complaint is where the complainant has willfully misused the policy - for example:
- where the complainant complains about another's alleged behaviour knowing that there is no substance to the complaint;
 - where they know the behaviour did not happen in the way they described,
 - deliberately to cause trouble, anxiety or stress for the person being complained about;
 - in retaliation for a complaint that may have been brought previously against the complainant, whether under this policy or any other of the Council's policies/procedures and whether that complaint was upheld or not upheld.
- 4.5 If a complaint is assessed as genuine but unsuccessful, the complainant will be supported in adjusting to the outcome and any subsequent action. S/He will not be penalised for having made a complaint in good faith. Also, whilst it will not form grounds for the respondent to make a counterclaim against the complainant for having brought the complaint, it is recognised that the respondent may have been adversely affected by a complaint having been made against him/her and by the investigation process and therefore equal support in adjusting will be given to the respondent too.
- 4.6 The above procedures do not detract from an employee's statutory rights.

5 APPEALS:

- 5.1 Either party to the complaint (complainant or respondent) who is unsatisfied with the decision made by the Manager has the right to appeal to the Councils Appeal Committee. The Councils Appeals Committee will comprise of a minimum of 3 Elected Members.

- 5.2 It should be noted where the Manager decides there is a disciplinary case to answer there will be no right of appeal at this stage as the right of appeal will be moved to the disciplinary process. If moved to the disciplinary process, a further investigation will not necessarily be required, as the investigation undertaken in terms of the dignity at work process will form part of the disciplinary process.
- 5.3 The employee must lodge their appeal in writing with the Executive Director within 10 working days of receiving notification of the outcome. The employee must complete and submit the standard Appeals Form setting out the grounds of their appeal. The appellant should state the grounds for the appeal or whether he/she considers there to have been a procedural irregularity. Disagreeing with the Investigator's findings will not be considered sufficient reason on its own to lodge an appeal
- 5.4 The Executive Director will acknowledge receipt of the appeal in writing, and will copy the acknowledgement letter and the appeals pro-forma to the Head of Human Resources & Organisational Development who will progress the appeal to the Council's Appeals Committee. If the employee does not exercise the right to appeal within the 10 working days specified then the right to appeal will expire.
- 5.5 The Departmental Manager must prepare the management case in line with the Council's standard template. Trades Unions are also encouraged to submit background paperwork to support the appeal.
- 5.6 The Departmental Manager must submit the management case and supporting paperwork to the Head of Human Resources & Organisational Development as soon as possible and at least 15 working days prior to the date of the Appeal Hearing.
- 5.7 The employee will be advised in writing of the arrangements for the Appeals Committee at least 10 days in advance of the Hearing. This will include all supporting paperwork submitted by both sides.
- 5.8 The employee will have the right to be accompanied at the Appeals Hearing by a companion. The companion will be allowed to address the meeting, to put and sum up the employee's case, respond on behalf of the employee to any views expressed at the meeting and to confer with the employee during the meeting. The companion, however, cannot answer questions on the employee's behalf or address the meeting if the employee does not wish it.

5.9 The decision of the Appeals Committee will be notified to the employee, and confirmed in writing within 5 working days of the Hearing. The decision of the Appeals Committee is final.

DEFINITIONS:

It should be noted bullet points provide examples only and are not an exhaustive list.

1 Discrimination:

Discrimination is the singling out of a particular person or group of people for special favour or disfavour. Discrimination may be Direct or Indirect.

Direct Discrimination:

This is when a person or group receives less favourable treatment on the grounds of age, gender (including gender reassignment), sexual orientation, race, colour, nationality, ethnic origin, disability or religion/beliefs.

1.2 Indirect Discrimination:

This is the application of unjustifiable requirements and conditions which have a disproportionate effect on a person or group. Indirect discrimination occurs when a condition or requirement applies which appears to be equal but is discriminatory in its effect.

For example: A condition or requirement would be discriminatory if the proportion of employees of one gender, e.g. female, who could not comply with it was considerably smaller than that of another gender, e.g. male, and they suffered a detriment as a consequence. It would need to be demonstrated that the requirement could not be justified on grounds other than gender.

1.3 Discrimination stems from stereotypical assumptions about characteristics or interests within certain groups of people.

For example (not exhaustive):

- Job requirements which have the effect of disadvantaging particular individuals
- Preconceptions about women/those working part-time/ethnic minorities/disabled people for particular types of work without giving due regard to their particular skills and attributes
- Assumptions about the command of English and ability to communicate
- Assumptions about the commitment to work of women wishing to have children.

The Council's Equal Opportunities policy requires all Council employees and elected members to guard against any form of discrimination.

2 Harassment:

Harassment includes a range of unsolicited physical, verbal or non-verbal behaviour which, whether intended or not, create a feeling of unease, humiliation, intimidation or discomfort. This could impact on job performance, job security, create an unpleasant working environment and affect the dignity of employees at work.

In general terms, harassment can be described as unwanted behaviour which is inappropriate in the workplace and which a person finds intimidating, upsetting, embarrassing, humiliating or offensive. It is important to note that it is not the intent behind the behaviour that defines whether or not it is inappropriate or offensive but if the behaviour is perceived by the recipient as such and also could reasonably be considered to be so. Harassment may be a single incident or persistent and may affect one person or a group of individuals.

Forms of Harassment can include:

2.1 Sexual Harassment – some examples (not exhaustive) are:

- unwanted physical contact, such as touching, patting or pinching, assault and coercing sexual favours;
- unwelcome sexual advances, continued suggestions for sexual activity or requests for dates after it has been made clear that these are unwelcome;
- offensive and lewd comments or jokes or sexual innuendoes;
- the display of material which may be found offensive by members of a particular sex;
- the display of sexually explicit or suggestive pictures, objects or written materials;
- leering, whistling or making sexually suggestive gestures;
- inappropriate comments about appearance and dress.

2.2 Sexual Orientation Harassment

Behaviour which condemns ridicules or excludes individuals on the basis of stereotypical perceptions of others who make different lifestyle choices.

Examples are as in "Sexual Harassment".

2.3 Racial Harassment – some examples (not exhaustive) are:

- racially derogatory abuse or remarks;
- innuendo and racist jokes;
- display or circulation of racially abusive material;
- unwarranted or intrusive questioning of a person's race, ethnic origin, national origin.

2.4 Disability Harassment – includes:

- offensive, patronising or threatening language;
- disability jokes;
- inappropriate comments and questioning regarding a person's impairment;
- not recognising that a person with a disability is an individual in his or her own right;
- persistent or repeated failure to provide clearly identified and reasonable facilities or requirements in order for a person to perform their duties, take an equal part in promotion opportunities and in training and development.

2.5 Harassment on the grounds of Religion or Belief - examples (not exhaustive) are:

- verbal harassment through deliberate telling of jokes, offensive language, gossip, slander, songs or threats based on a person's religion or beliefs;
- written harassment through circulation of posters, notes or letters;
- visual display of posters, graffiti or emblems;
- isolation or non-co-operation at work.

2.6 Harassment due to Age

Where people are subjected to harassment on account of their age – as an example demeaning a person as having a lesser intellect or ability simply because of their advancing years or 'putting down' junior employees because of their youth.

2.7 Victimisation:

Occurs when a person is treated less favourably than s/he would otherwise have been or less favourably than others would be in the same circumstances, because for example the person:

- has made a complaint or allegation of discrimination, harassment or bullying;

- has acted as a witness or informant in these proceedings;
- has been involved in the matter in any other way, such as offering help, guidance or moral/emotional support to any of the parties;
- is a member or not a member of a Trade Union.

3 Bullying:

Bullying is offensive, intimidating, malicious or insulting behaviour, or an abuse or misuse of power, which has the purpose or effect of belittling and humiliating the recipient, causing the loss of self-respect.

Bullying may be alleged against someone more senior, more junior or at the same level as the complainant.

It may be a single incident or a persistent pattern of unwelcome, inappropriate, offensive or unreciprocated behaviours. It may be obvious or it may be insidious. Whatever form it takes, it is unwarranted, inappropriate in the workplace and unwelcome to the individual.

Examples (not exhaustive) are:

- repeatedly shouting or swearing at others both in public or privately;
- acts such as: rolling eyes, mimicry, silent treatment, “sending to Coventry”, etc.
- spontaneous rages, often over trivial matters;
- public humiliation;
- personal insults or name calling;
- freezing out, ignoring or excluding;
- constantly devaluing effort;
- unreasonably changing work targets or deadlines;
- withholding work-related information or supplying incorrect information knowingly;
- destroying relations between others at work;
- persecution through threats and fears;
- pressure to take part in work related social events

It is not bullying if a Manager undertakes to manage performance either informally or through the Council’s Performance Management systems which are in place.

4. Favouritism:

Favouritism is the giving of preferential treatment to one or more employees/elected members without a valid or justifiable business/organisational reason to do so. Under this policy, favouritism is considered to be inappropriate behaviour when its practice has a detrimental effect on others and has the potential to lead to a claim of discrimination, victimisation, harassment or bullying.

Examples of showing favouritism towards a person are:

- giving that person preference for training opportunities;
- allowing the person to always have the first choice of holiday dates;
- allowing the person time off or holidays without applying the same criteria as for other employees;
- not reprimanding, and in effect condoning any offensive or inappropriate behaviour by that person;
- subjecting a third party to harassment or bullying on the basis of gossip by the favourite.

MEDIATION:

General Principles

Mediation is a process whereby a dispute between individuals is resolved with the assistance of a trained mediator. Mediation aims to 'find a better way' and seeks to end conflict and improve well being in the workplace.

The use of mediation is entirely voluntary and does not prevent the parties involved initiating other procedures later in the process.

Mediation is fast becoming a valuable process for people at work with interpersonal issues, disagreements or disputes. More organisations are including it as an option at the early stages of the internal grievance process, usually paid for by the organisation.

It particularly meets the needs of employees who would like to address their concerns in a constructive manner without them being escalated too quickly to the more formal stages. The Parties usually appreciate the chance to communicate in a safe and private situation, facilitated by a mediator trained for the role, and outcomes are usually positive. The organisation benefits in saving the time usually involved in the more formal stages of the grievance process and the outcomes are seen increasingly as more appropriate.

The following are useful guidelines to effective practice:

1. Mediation is a voluntary process and is best encouraged but not forced. Good outcomes are more likely if both Parties participate willingly and voluntarily.
2. Sometimes one or both of the Parties are uncertain and they can be given information, such as this Appendix, or have a conversation with a mediator in person or on the phone, before deciding to go ahead. Sometimes concerns can be addressed before mediation which improves the likelihood of a positive outcome.
3. Mediation is a confidential process between the Parties and the Mediator. A Manager may not learn all of the details of the mediation content but will usually, with the agreement of both/all Parties, receive a summary of any agreements made. Managers are encouraged not to be intrusive to either Party whilst the mediation is still in process or before they have been

- given feedback by the mediator or Parties. However, it is understood that they will need to know sufficient of the outcome so that they can fulfill their duty of care to each of the parties and to others and continue to manage both parties.
4. Ideally a private, confidential setting away from the usual workplace should be provided. A different floor in the building or a venue such as an off-site meeting room would be ideal. Usually at least two rooms are required as the Parties may meet individually and together with the Mediator. This also gives the parties space and allows time for them to consider aspects of the mediation process.
 5. It is helpful to allow enough time and space for the Parties to take full advantage of the process; putting unrealistic time boundaries on either the Party or the Mediator could work against the process.
 6. The process of Mediation stands alone and is entirely ring-fenced from the Grievance procedure; parties and organisation are asked not to call the mediator as a witness in any other proceedings such as grievance, tribunal or litigation. Mediation does not prejudice a person's right to take further action if unsuccessful.
 7. Parties need the authority to settle their dispute; unusually but if necessary, adjournments will be made to allow both Parties to check out the viability of a particular suggestion with Manager and/or organisation. Under no circumstances would the Mediator or Parties reach an agreement that was knowingly in breach of organisational strategy or policy.

Mediators

Mediators are trained and *impartial* professionals who may work inside the organisation or for an external company. They provide an opportunity for the people concerned to communicate with each other in a private, safe and secure environment.

Mediators also have excellent communication skills and personal values which ensure that people are treated fairly regardless of background, culture or any other aspect of their individuality.

Stages in mediation

1. A mediator is selected who has the necessary background and experience to deal with any particular needs.

2. The mediator will usually speak to the parties separately beforehand to establish some background information and their willingness to take part and seek solutions. It is also an opportunity for the parties to meet the mediator and reassure themselves that this person and the process are appropriate.
3. There are a variety of mediation methods which might be appropriate and these will be discussed with the parties at the time. For example, individuals may work with the mediators separately before a shared meeting, and breaks for reflection can always be arranged.
4. The duration of mediation sessions vary depending upon the complexity of detail. Typically, each party would meet individually with the mediator in the morning and the actual mediation, with all parties involved, would take place in the afternoon. Further sessions can be arranged if appropriate. Sometimes they can be helpful to support changes that the parties wish to make to their relationship

Neutrality and confidentiality

Mediators are neutral and do not take sides. Their role is to facilitate communication between the parties concerned and to manage the process sensitively and professionally.

The mediator will agree confidentiality boundaries with the parties.

Outcomes

At the end of the process, the parties will agree with the mediator a summary of any outcome and with whom it may be shared, if at all. They may choose for some things to remain personal. Outcome statements are usually signed by both parties.

It is often useful to let the parties' Managers and/or HR know something of the outcome and hence parties are encouraged to agree a brief summary for them so that the Council can support their plans appropriately, or at least know about them.

Records

There are no records kept by the mediator. The only document released to the organisation is the brief agreed outcome, mentioned above. The mediator will not discuss the case with any representative from the organisation, unless by agreement with the parties.

Accompanied Persons

The purpose of mediation is to give the parties concerned a private opportunity to share their perspectives on a situation. However if both parties are agreeable then it is possible that a colleague or trade union representative can accompany the parties to the mediation if this will help them feel more at ease and comfortable with the process. Sometimes mediation works better without third parties as the whole process will focus ownership on the parties finding their own solution to the problem. The accompanying person will only be there as a support to the party who is involved in the mediation, and not to speak on their behalf.

Confidentiality

In order to respect the privacy of others involved, the parties are asked not to discuss the case with others, apart from their immediate family, G.P. or a counsellor from the Counselling Service, an accompanying colleague or trade union representative.



CONFIDENTIAL

DIGNITY AT WORK NOTIFICATION OF FORMAL COMPLAINT

EMPLOYEE DETAILS:			
First Name (s):		Last Name:	
Job Title:		Department:	
Work Location:		Contact Tel No:	
Home Address			

DETAILS OF THE COMPLAINT:	
Nature of Bullying/Harassment Alleged (please tick as relevant)	Age <input type="checkbox"/> Disability <input type="checkbox"/> Gender <input type="checkbox"/> Race <input type="checkbox"/> Religion/Belief <input type="checkbox"/> Sexual Orientation <input type="checkbox"/> Sexual <input type="checkbox"/> General Bullying <input type="checkbox"/> Victimisation <input type="checkbox"/> Other (please specify): <input type="checkbox"/>
Name of person to whom complaint raised:	
Name of alleged offender:	
Details of any previous action taken: (i.e.informal action, confidential contact, raised informally with individual etc)	
Please detail what effect the incident(s) had on you.	

DETAILS OF THE COMPLAINT:

Please provide details of Incident(s)/Complaint If more than one incident, or over a period of time, please provide further details

Details of Incident(s)		Date	Details of Witness(s)
Complainant Signature		Date Complaint Submitted:	
MANAGER			
Date Received		Date Acknowledgement Sent	