

## Bullying and Harassment Policy

Date	Review Date	Chairman	Vice-Chair	Centre Manager
01.08.18	01.08.19	Neil Jones	Anne Everitt	Sally Mills

The following are important telephone numbers that must be kept up to date:

Contacts	Home	Mobile
Chairman of Trustees Neil Jones	01483 811275	07837 743115
Vice-Chair Anne Everitt	01252 342101	07711 604672
Centre Manager Sally Mills	01483 813846	07810 833391

The purpose of this document is to communicate the procedure in place to deal with any received bullying or harassment complaints and an action plan to be followed in such circumstances.

### 1. Policy Statement

The Therapy Garden is committed to providing a workplace free from bullying and harassment and believes all staff have the right to be treated with dignity and respect.

This procedure is in place to provide staff with a bullying or harassment complaint the opportunity for it to be addressed quickly and fairly.

### 2. What is Bullying and Harassment?

Harassment is the bad treatment of a person relating to a protected characteristic such as age, sex, disability, race, gender, religion or sexual orientation where the outcome violates an individual's dignity, or creates an intimidating, hostile, degrading, humiliating or offensive environment for the individual.

Bullying is the use of offensive, intimidating, malicious or insulting behaviour or an abuse of power that undermines, humiliates, denigrates or injures the recipient emotionally or physically. It is similar to harassment but it is not related to a protected characteristic.

### 3. Bullying and Harassment Complaints

Some complaints, particularly those of a sexual nature, are not appropriate to be raised through the Complaints Procedure (see separate document) and should be raised through the procedure below.

Who Should Complaints Be Made To?		
Stage	All complaints except those regarding the Centre Manager	Complaints regarding the Centre Manager
Informal Complaint	Centre Manager	Chairman/Vice Chair
Formal Complaint	Centre Manager	Chairman/Vice Chair
Final Complaint	Centre Manager	Chairman/Vice Chair

The Chairman/Vice Chair are only to be contacted if the concern is regarding the Centre Manager and must follow the below procedure. All other concerns must first be raised with the Centre Manager at every stage of the process.

#### Stage One - Informal Complaint

An oral discussion should take place between the individual and the Centre Manager, raising their concern and outlining details of the complaint.

The Centre Manager will then discuss the concern with the relevant parties to try and resolve the issue quickly and informally.

#### Stage Two – Formal Complaint

If the matter cannot be resolved informally or the individual does not feel it has been resolved appropriately, a written complaint can be made to the Centre Manager, who will report it to the Chairman.

Before an investigation takes place, the individual must appropriately describe their allegations in writing and provide an opportunity for the person against whom the allegations are made to read the allegations.

In the first instance, mediation will be offered with the Centre Manager/Chairman acting as the mediator between both parties. This gives an opportunity for the issues to be discussed and an action plan moving forward to be devised.

The Centre Manager/Chairman will provide a written plan and timescales of follow up meetings to avoid repeat situations. This may include regular monitoring of behaviour, compliance with this policy and other relevant policies, the provision of information or additional support or training.

If the individual doesn't feel comfortable discussing the complaint in a group environment, the Centre Manager/Chairman will hold individual meetings to discuss the complaint and reach an outcome. This may include contract termination if deemed appropriate.

In some situations it may be necessary to suspend the alleged individual whilst the investigation is taking place, this will be at the discretion of the Centre Manager/Chairman.

The accused individual can approach the Chairman to appeal any decisions made or to discuss their position if they wish.

The Centre Manager/Chairman have the right to consult other individual Trustees at any stage for support/guidance.

#### Stage Three - Final Complaint

If the individual does not feel their complaint has been handled appropriately or the accused individual continues their bullying/harassment, the complaint will be referred to the Trustee board. This must be actioned through the Centre Manager.

The issue will be dealt with their discretion and may result in termination of the accused staff member if deemed appropriate.

Confidentiality and sensitivity at all times will be maintained.

Depending on the seriousness of the complaint, a note may be added to the accused individual's personal file. This is at the discretion of the Centre Manager and Board of Trustees.

Once a complaint has been rectified, normal working relationships should resume.

#### 4. Linked Policies

- Complaints Policy
- Disciplinary Policy
- Whistleblowing
- City & Guilds Malpractice Procedure
- Recruitment Policy

#### 5. Raising Awareness of this Policy

The Therapy Garden will raise awareness of this policy via:

- The Therapy Garden policy folder located in the Centre Manager's office containing all the charity's policies. Clients and third parties can request a copy of the policy if required. Staff and volunteers are to be informed when policies are updated.
- During staff and volunteer induction
- Through emails to staff and volunteers when policies are updated
- The Therapy Garden policies are also available to view on the charity's website

#### 6. Policy Reviews

Any questions regarding the policy should be directed to the Centre Manager. The policy may be amended at any time.

The policy should be reviewed in the light of any trends or new legal changes and at least once every two years.

This policy was adopted on 01 August 2018 by:

Chair of Trustees Neil Jones		Date:	
Secretary Sally Mills		Date:	
Centre Manager Sally Mills		Date:	