

## Woking Mind Bullying and Harassment Policy

1. Woking Mind should aim to have a Bullying and Harassment Policy to cover staff, volunteers and service users.
2. Woking Mind endeavours to create a safe, friendly and welcoming environment whereby activities can be enjoyed and all people feel that they are treated in a respectful fair way.
3. Harassment can be defined as any behaviour which makes someone feel unsafe, under threat or generally ill at ease. It is a complex area because it involves individual and subjective perception of other people's behaviour.

3.1. Woking Mind regards the prevention of harassment as a basic responsibility of all staff, volunteers and service users.

### 4. Forms of harassment:

4.1. These may include:

- ✓ racial harassment or abuse;
- ✓ sexual harassment or abuse;
- ✓ refusal by a user to accept service on the ground of an employee's gender, ethnic origin, sexual orientation etc;
- ✓ threat of actual aggression; persistent and unreasonable criticism of, interference in the work of, or pressuring of an employee;
- ✓ malicious or unreasonable use of the Complaints Policy against a particular employee or employees.

4.2 This list is not comprehensive and other types of behaviour by individuals may be treated as harassment if they cause fear or undue stress.

## 5. Prevention:

5.1 Woking Mind condemns all forms of harassment and will do everything it can to prevent it occurring by:

- ✓ making its condemnation of harassment clear;
- ✓ informing and educating wherever possible;
- ✓ challenging unacceptable behaviour;
- ✓ responding quickly and fairly to reports of harassment;
- ✓ giving support to victims of harassment;
- ✓ taking action against the perpetrators of harassment.

## 6. What should be done about bullying and harassment:

6.1 Report any case of harassment or nuisance to a member of staff as soon as possible if there has been violence or if you feel at risk of possible violence.

6.2 Try to keep a record of the time, place and who is involved. Written records can help you and may prove vital if future action needs to be taken.

## 7. What Woking Mind will do about bullying and harassment:

7.1 The complaint of harassment and nuisance will be investigated thoroughly and in confidence.

7.2 The first step will normally be for a person in authority to speak to the person complained about.

7.3 In all cases the person who has been subjected to the harassment must be dealt with sympathetically and supportively.

7.4 After discussion, the person will be asked to leave the building for the rest of the day so that a fair decision can be determined regarding possible action(s).

7.5 The complaint may be put in writing and sent to the person outlining the consequences of their behaviour.

7.6 If it is proved that a person has caused harassment or nuisance, we will act against him/her by enforcing this policy.

7.7 Decisions regarding banning from the project will be fully discussed amongst relevant staff/volunteers and those involved in the incident.

7.8 If an indefinite ban is decided this will be taken to the Management Committee for support and approval.

7.9 Managers and trustees should deal explicitly with perpetrators with a view to withdraw service if behaviour is not moderated.

7.10 The police will be called if staff decide that a situation is unsafe and too difficult for them to deal with.

This policy was approved by the Management Committee on 20<sup>th</sup> July 2011 and will be reviewed in one year.