



UNIVERSITY OF
WEST LONDON
The **Career** University
Branch Campus – UAE

Staff Dignity at Work Policy and Procedure

No	Table of Contents	Page
1	Dignity at Work	3
2	Definitions and the Law	3
3	Employee responsibilities	4
4	Manager responsibilities	5
5	Resolving matters informally	5
6	Raising a complaint formally	6
7	Complaints resolution	7
8	Monitoring of the Policy	7
9	Review	7
10	Dignity at Work Policy and Procedure overview (flowchart)	8

Organisation: UWL RAK Campus		Policy Area: Staff Dignity at Work	
Procedure Title: Staff Dignity at Work Policy and Procedure		Version: 1	Date Approved: April 2021
Purpose: UWL RAK Campus is committed to ensuring a working environment that is characterized by equality, diversity and mutual respect. This policy aims to ensure that no employee or other worker, stakeholder or clients of the University is subject to any form of harassment or bullying.			
Staff involved in implementation:		Staff involved in monitoring:	

1. Dignity at Work

- 1.1 The University is committed to ensuring a working environment that is characterised by equality, diversity and mutual respect where everyone has the opportunity to contribute to the University's success and realise their potential.
- 1.2 The University considers that bullying and harassment is unacceptable behaviour in the workplace. Such behaviour reduces the contribution of those affected, reduces the morale and commitment of all who come into contact with it, prevents innovation and debate, and may cause absence from work.
- 1.3 All staff have a responsibility to ensure that they contribute to the development and maintenance of a positive working environment. The responsibilities of all staff and managers are set out in this policy.
- 1.4 This policy aims to ensure that no employee or other worker, stakeholder or clients of the University is subject to any form of harassment or bullying. The policy provides an avenue for members of staff who believe that they have been harassed or bullied to raise a complaint either informally or formally, providing a framework for resolving complaints and for stopping any behaviour that is causing offence or distress.
- 1.5 The University will treat all complaints of harassment and bullying seriously and will investigate them promptly, efficiently and in confidence.

2. Definitions and the Law

2.1 For the purposes of this policy, the University has adopted the following definitions:

- 2.1.1 The Equality Act 2010 (UK) defines **harassment** as unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual.
- 2.1.2 **Protected characteristics** are age, disability, gender reassignment, pregnancy, maternity, race (which includes colour, nationality and ethnic or national origin), religion or belief, sex, sexual orientation or because someone is married or in a civil partnership.
- 2.1.3 ACAS defines **bullying** as offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate or injure the recipient.

- 2.2 Harassment on grounds of any protected characteristic is unlawful discrimination and serious harassment may be a criminal offence under the Prevention of Harassment Act (1997) (UK).
- 2.3 It is generally unlawful to discriminate directly or indirectly, harass or victimise a member of the public (this includes other staff members, colleagues, stakeholders, students and clients including third party service providers) based on any of the protected characteristics in the provision of goods and services.
- 2.4 Conduct may be bullying and/or harassment whether or not the person behaving in that way intends to offend. Something intended as a "joke" may offend another person. Behaviour that any reasonable person would realise would be likely to offend will be bullying and/or harassment without the recipient having to make it clear in advance that behaviour of that type is not acceptable to him/her. Where it is not so clear in advance, first-time conduct that unintentionally causes offence will not be bullying and/or harassment. It will however become harassment or bullying if the conduct continues after the recipient has made it clear, by words or conduct, that such behaviour is unacceptable to him/her.
- 2.5 Acts of discrimination, harassment, bullying or victimisation against employees or stakeholders are disciplinary offences and will be dealt with using the University's Staff Disciplinary Policy and Procedure. Conduct of this type will often be regarded as gross misconduct which can lead to summary dismissal.
- 2.6 If it is established that an employee has made a deliberately false or malicious complaint against another person about harassment or bullying, disciplinary action will be taken against that employee.
- 2.7 For further guidance on the law and dealing with bullying and harassment refer to [ACAS Guidance on dealing with Harassment and Bullying](#).

3 Employee responsibilities

- 3.1 Every employee is required to assist the University to meet its commitment to ensure an environment of mutual respect.
- 3.2 Employees are required to behave appropriately and professionally in the workplace. Employees can be held personally liable as well as, or instead of, the University, for any act of harassment which may be considered unlawful discrimination. Serious acts of harassment may also be considered a criminal offence.
- 3.3 When sending e-mails or using other electronic messaging or websites, all members of staff should consider the content, language and appropriateness of such communication. Reported online harassment or bullying will be dealt with in the same way in accordance with this policy.
- 3.4 All employees are required to complete the mandatory e-learning programme on [Diversity in the Workplace](#)
- 3.5 Any employee who witnesses an incident that he/she believes to be the harassment or bullying of another member of staff should if possible, appropriately intervene to stop inappropriate behaviour or conversation. Employees must report the incident in confidence either to his/her line manager or to their Human Resources Partner. The

University will take all such reports seriously and will treat the information in strict confidence as far as it is possible to do so.

4 Manager responsibilities

4.1 Managers should ensure that:

4.1.1 there is an appropriate environment in their School/College or department which promotes mutual respect and tolerance;

4.1.2 all staff are aware of this policy and appropriate standards of conduct;

4.1.3 all staff are appropriately trained;

4.1.4 they act quickly and in accordance with this policy, if there are any allegations of bullying or harassment.

4.2 Managers must act to stop incidents of bullying and harassment as soon as they become aware of such behaviour and deal with any reported incidents of bullying or harassment as quickly as possible. All incidents of harassment/bullying should, in any event, be reported to the Human Resources Partner.

4.3 Managers have a duty to consider complaints of harassment or bullying thoroughly and objectively and to take corrective action in order to ensure that this policy is complied with. In progressing the complaint raised, they should refer to their Human Resources Partner for advice, along with this policy, the Grievance Policy and the Staff Disciplinary Procedure.

5 Resolving a complaint informally

5.1 Before raising a formal complaint, the employee should first of all talk directly and informally to the person whom he/she believes is bullying or harassing him/her and explain clearly what aspect of the person's behaviour is unacceptable, or is causing offence, and request that it stop.

5.2 It may be that the person whose conduct is causing offence is genuinely unaware that his/her behaviour is unwelcome or objectionable and that a direct approach can resolve the matter without the need for formal action. Where an employee would like support to make such an approach, he/she may wish to speak to their Line Manager or Human Resources Partner.

5.3 In most cases when the person is aware of the alleged offending behaviour they may be demonstrating, a recognition that this behaviour may be unacceptable and an apology towards the person raising the allegation may be an acceptable resolution to the situation.

5.4 The University expects the majority of complaints and concerns to be resolved informally. If an employee does not feel able to speak with their line manager, they may speak with either a more senior manager or their Human Resources Partner who will discuss options for resolving the matter informally.

5.5 In some cases, depending upon the nature of the concern, mediation can help resolve problems especially those involving working relationships. This involves the

appointment of a third-party mediator, who will discuss the issues raised by the grievance with all of those involved and seek to facilitate a resolution. The use of mediation will be at the discretion of the University and be considered in appropriate cases.

- 5.6 The University recognises that resolving such issues can be difficult for all parties involved. Staff are encouraged to access the Employee Assistance Programme (EAP) for support as required using the Freephone helpline 0800 980 6380 or online at www.ppconlineinfo.com.

6 Raising a complaint formally

- 6.1 Where genuine attempts to resolve the matter informally have not worked, or if the harassment is of a very serious nature, an employee may raise a formal complaint by using the University's Grievance Procedure.

- 6.2 An employee should put their complaint in writing. In bringing a complaint of harassment or bullying, the employee should be prepared to state:

- the name of the person whose behaviour he/she believes amounts to harassment or bullying;
- the type of behaviour that is causing offence, together with specific examples if possible;
- dates and times when incidents of harassment or bullying occurred, and where they occurred;
- the names of any employees who witnessed any incidents, or who themselves may have been the victims of harassment or bullying by the same person; and
- any action that the employee has already taken to try to deal with the harassment.

- 6.3 Depending on the nature of the complaint, further attempts may be made to resolve the matter informally including mediation. However, if the outcome is ineffective, the matter will be dealt with under the formal stages of the Grievance Procedure.

- 6.4 If the University has grounds to believe that an employee may have been bullying or harassing another employee, whether or not there has been a formal complaint, the University will instigate an investigation into the alleged bullying or harassment.

- 6.5 The University reserves the right, at its discretion, to suspend any employee who is under investigation for harassment or bullying for a temporary period whilst investigations are being carried out. Such suspension will be for as short a time as possible and will be on full pay.

- 6.6 Any employee accused of harassment or bullying will be informed of the exact nature of the complaint against him/her and afforded a full opportunity to put forward an explanation for his/her behaviour in a confidential meeting, with a companion present if he/she wishes. Employees will not automatically be presumed guilty following an allegation of harassment or bullying against him/her.

- 6.7 As soon as possible following the conclusion of the investigation, the University will inform the employee suspected of bullying or harassment as to the outcome.

- 6.8 The University will treat complaints of bullying and harassment sensitively and maintain confidentiality to the maximum extent possible.
- 6.9 The University will decide at that point whether or not it is appropriate to instigate disciplinary action against the employee. Any disciplinary proceedings will, where possible, be conducted by a different manager from the person who conducted the investigation.

7 Complaints resolution

- 7.1 In circumstances where allegations are substantiated and in order to progress a resolution, the HR Department may, in conjunction with the School or Department Head, arrange the transfer of the person against whom the allegations were made to a different work area or arrange for the amendment of working practices to minimise future contact between the employees.
- 7.2 If the employee raising the complaint so wishes, his or her own transfer will also be considered, subject to practical considerations and limitations.
- 7.3 In situations where training needs are identified during the process, these will be appropriately progressed.

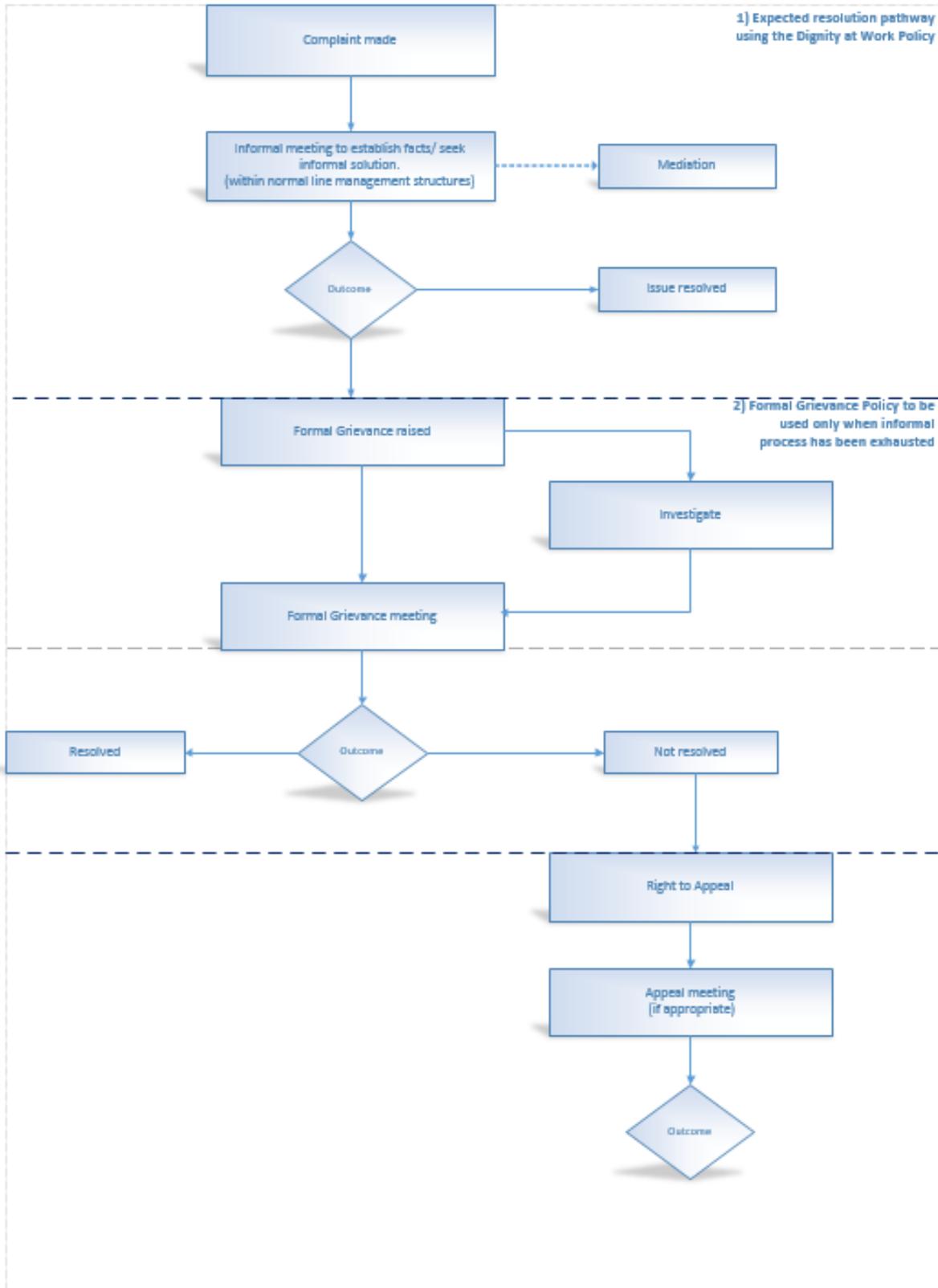
8 Monitoring of the Policy

- 8.1 The policy will be monitored on an annual basis by the Vice Chancellor's Executive.
- 8.2 Non-personalised data of different types of complaint and personal absences caused by harassment and bullying will be reported with a view to progressing and promoting the principles contained within the University's Equality and Diversity Statement. The HR Department will be responsible for the collation and reporting of the information.

9 Review

- 9.1 This procedure will be reviewed 5 years from the date of implementation unless there is a need for an earlier review due to statutory changes or organisational need.

10. Dignity at Work Policy and Procedure Overview (Flowchart)



Who does it?		
Evidence generated: Monitoring reports on actions taken on different request, Monitoring the Request Records		
Monitoring		
Monitor	Frequency	Method(s)

