# Anti-Bullying and Harassment Policy

**PRN-006: Anti-Bullying and Harassment Policy**
**Company Name: AI Auto-Tech Ltd**
**Trading/Business Name:** CAREHOPES
**Company Registration Number:** 15556946
**SIC Code:** 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
**Email:** admin@carehopes.com
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**Purpose**

The purpose of this policy is to create and maintain a working environment where all individuals are treated with dignity, courtesy, and respect, and where bullying, harassment, intimidation, and victimisation are not tolerated.

The organisation is committed to promoting a safe, inclusive, and respectful workplace that supports employee wellbeing, professional conduct, equality of opportunity, and positive working relationships.

This policy provides a framework for preventing, identifying, reporting, and responding to bullying and harassment within the organisation.

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**Scope**

This policy applies to:

- All employees.
- Directors, trustees, board members, and governors.
- Volunteers.
- Contractors, consultants, and agency workers.
- Apprentices and trainees.
- Temporary workers.
- Individuals acting on behalf of the organisation.

This policy applies in:

- The workplace.
- Remote and hybrid working environments.
- Meetings and training events.
- Business travel.
- Work-related social events.
- Online communications.
- Any situation where an individual is representing the organisation.

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**Policy Statement**

The organisation is committed to ensuring that everyone is able to work in an environment free from bullying, harassment, intimidation, and victimisation.

Bullying and harassment:

- Are unacceptable under any circumstances.
- Will not be tolerated regardless of position or seniority.
- May result in disciplinary action.
- May constitute a breach of legal obligations.

All individuals have a responsibility to contribute to a respectful workplace culture and to challenge inappropriate behaviour where appropriate.

Complaints will be taken seriously and investigated fairly, confidentially, and without bias.

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**Responsibilities**

**Board of Directors / Trustees**

The Board is responsible for:

- Promoting a culture of dignity and respect.
- Ensuring appropriate governance oversight.
- Supporting organisational commitments to equality and inclusion.
- Reviewing significant workplace culture concerns where appropriate.

**Senior Management**

Senior Management shall:

- Lead by example.
- Foster a respectful workplace culture.
- Ensure effective implementation of this policy.
- Support prompt resolution of concerns.
- Address inappropriate behaviour consistently.

**Line Managers**

Line Managers are responsible for:

- Promoting respectful behaviour.
- Monitoring team culture.
- Addressing concerns promptly.
- Escalating complaints appropriately.
- Supporting affected individuals.

**Employees and Representatives**

All personnel must:

- Treat others with dignity and respect.
- Refrain from conduct that may constitute bullying or harassment.
- Report concerns where appropriate.
- Cooperate with investigations.
- Support an inclusive workplace environment.

**Human Resources**

Human Resources shall:

- Provide guidance and support.
- Manage complaints appropriately.
- Coordinate investigations where necessary.
- Monitor workplace culture trends.
- Deliver training and awareness activities.

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**Procedures / Standards**

**1. Definition of Bullying**

Bullying is unwanted behaviour that intimidates, humiliates, degrades, offends, or undermines an individual.

Bullying may be:

- Verbal.
- Physical.
- Psychological.
- Written.
- Digital or online.

Bullying may be a single serious incident or a pattern of repeated behaviour.

Examples include:

- Persistent criticism.
- Exclusion from workplace activities.
- Intimidation.
- Offensive remarks.
- Abuse of authority.
- Deliberately undermining someone's work.
- Excessive or unfair monitoring.

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**2. Definition of Harassment**

Harassment is unwanted conduct that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating, or offensive environment.

Harassment may include behaviour related to protected characteristics and may occur:

- Face-to-face.
- In writing.
- By telephone.
- Through electronic communications.

- Via social media platforms.

Harassment may occur even where the behaviour was not intended to cause offence.

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**3. Victimisation**

Victimisation occurs where an individual is treated unfavourably because they:

- Raised a complaint.
- Reported inappropriate behaviour.
- Assisted with an investigation.
- Supported another individual's complaint.

Victimisation is prohibited and may result in disciplinary action.

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**4. Expected Standards of Behaviour**

All individuals are expected to:

- Communicate respectfully.
- Listen to differing viewpoints.
- Value diversity and inclusion.
- Demonstrate professionalism.
- Resolve disagreements constructively.
- Maintain appropriate workplace conduct.

Professional disagreement, constructive feedback, and reasonable management action do not normally constitute bullying when undertaken appropriately.

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**5. Reporting Concerns**

Individuals who experience or witness bullying or harassment should report concerns as soon as possible through:

- Their line manager.
- Another manager where appropriate.
- Human Resources.
- Senior leadership.

- Grievance procedures.
- Whistleblowing procedures where applicable.

Complaints may be made verbally or in writing.

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**6. Informal Resolution**

Where appropriate and safe to do so, concerns may be addressed informally through:

- Direct discussion.
- Facilitated conversations.
- Mediation.
- Managerial intervention.

Informal resolution may not be suitable for serious allegations.

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**7. Formal Investigation**

Where formal action is required:

1. A complaint will be recorded.
2. An initial assessment will be undertaken.
3. An investigation will be conducted.
4. Relevant evidence and witness accounts will be reviewed.
5. Findings will be documented.
6. Appropriate action will be taken.

Investigations shall be handled fairly, objectively, and confidentially.

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**8. Support for Individuals**

Support may include:

- Human Resources guidance.
- Management support.
- Employee assistance programmes.
- Occupational health referrals where appropriate.

- Workplace adjustments where necessary.

Support arrangements shall be determined according to individual circumstances.

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**9. Outcomes and Corrective Action**

Following investigation, outcomes may include:

- No further action.
- Informal resolution measures.
- Training or coaching.
- Mediation.
- Management intervention.
- Disciplinary action.
- Policy or procedural improvements.

Actions taken shall be proportionate to the findings.

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**10. Training and Awareness**

The organisation shall provide training on:

- Respectful workplace behaviour.
- Equality and inclusion.
- Bullying and harassment awareness.
- Complaint handling.
- Leadership responsibilities.

Training shall support a positive and respectful culture.

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**Case Study**

**Scenario**

A team member repeatedly makes dismissive comments about a colleague during meetings, interrupts them consistently, and excludes them from important communications.

**Risk**

The behaviour may create a hostile working environment, negatively affect wellbeing, reduce productivity, and expose the organisation to complaints and reputational damage.

**Required Action**

The affected employee should:

1. Record details of the incidents.
2. Raise the concern through an appropriate reporting channel.
3. Participate in any resolution process or investigation.

The manager should:

1. Review the concern promptly.
2. Investigate where necessary.
3. Take appropriate corrective action.

**Outcome**

The inappropriate behaviour is addressed, working relationships improve, and the organisation reinforces its commitment to a respectful workplace.

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**Monitoring and Quality Assurance**

The organisation shall monitor compliance through:

- Employee feedback surveys.
- Grievance data analysis.
- Investigation outcomes.
- Staff turnover and absence trends.
- Training completion records.
- Internal audits.
- Management reporting.

Improvement actions shall be implemented where areas of concern are identified.

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**Review Arrangements**

This policy shall be reviewed:

- Every two years; or
- Earlier following legislative changes, significant incidents, workplace culture reviews, or organisational restructuring.

The review shall consider:

- Workplace culture data.
- Complaint trends.
- Employee feedback.
- Audit findings.
- Best practice developments.

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**Related Policies**

This policy should be read in conjunction with:

- Equality, Diversity and Inclusion Policy (Policy 111)
- Code of Conduct and Ethical Behaviour Policy (Policy 110)
- Grievance Policy
- Disciplinary Policy
- Whistleblowing Policy (Policy 109)
- Health and Wellbeing Policy
- Safeguarding Policy
- Learning and Development Policy
- Flexible Working Policy