

Bullying & Harassment Policy	
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LSDN MISSION STATEMENT
<p>LSDN’s mission is to enhance the life chances, economic independence and social mobility opportunities of its service users by helping individuals to develop vocational, academic and life skills using a supportive and individualistic approach so service users can realise their fullest potential at home, in the workplace and in the community. LSDN works in partnership with its clients and local community to bring about the best possible results for each individual and their families.</p>

Introduction	<p>London Skills & Development LSDN (LSDN) is a non-for-profit Social Enterprise in the field of education and training services. As well as managing and delivering a range of education and training programmes, LSDN also offers a range of consultancy and capacity building support services to the education and training sector. LSDN is graded 'GOOD' by OFSTED.</p> <p>As part of its remit, LSDN founded and now manages Skills & Development Alliance (The Alliance), a consortium of highly experienced and successful education and training providers that deliver a range of vocational and academic programmes to adults in some of the most disadvantaged communities in and around London. The Alliance was set up in 2011 by a group of community-focussed providers delivering learning</p>
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	and skills services on behalf of the Skills Funding Agency .
Purpose	This document sets out the policy and procedure for Bullying & Harassment to ensure that no form of bullying or harassment will be tolerated under any circumstances.
Scope	Applies to all staff and contractors of LSDN
Management Responsibility	Chief Executive
Overview	<p>All LSDN staff and learners have the right to be treated with dignity and respect and work in an atmosphere free from intimidation.</p> <p>This policy aims to protect employees and clients from any bullying or harassment and enable them, if necessary, to make a complaint or assist in an investigation without fear of reprisal. No form of bullying or harassment will be tolerated under any circumstances.</p> <p>Sexual and racial harassment and harassment on the grounds of religious beliefs, sexual orientation and age at work are unlawful and both LSDN and the harasser may be held liable for such unlawful actions and may be required to pay damages.</p> <p>Some incidents, by virtue of their serious nature, would require the involvement of the law, under those circumstances LSDN, all partners and employees would fully cooperate.</p> <p>Disciplinary action, including dismissal, will be taken against those failing to fulfil their responsibilities under this policy.</p>
Background Information	
Bullying	Individuals who are bullied often feel vulnerable and isolated and believe that it is best not to

complain, as their complaints will not be taken seriously. For this reason, any LSDN employee or learner who feels bullied should feel confident that their complaint will be taken seriously and dealt with in confidence, learners should be encouraged to share their concerns and even minor complaints should be addressed with respect and in accordance with organisational policies and processes.

Any employee who receives a complaint of bullying must respect confidentiality and encourage the person being bullied to use the complaints procedure or speak to a senior member of staff in confidence.

Bullying can be characterised as offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means, which lead to or result in undermining, humiliating, denigrating or injury of the recipient. It can take many forms, for example:

- Derogatory remarks
- Insensitive jokes or pranks
- Insulting or aggressive behaviour
- Ignoring or excluding an individual
- Setting unrealistic deadlines
- Public criticism
- Withholding necessary information
- Constantly under-valuing effort

Bullying may not necessarily take place face-to-face, it may be conducted through written communication, e-mail or via the telephone. The above list is not exhaustive. The examples listed above must be viewed in terms of the distress they cause the individual. It is primarily the

	<p>perceptions of the recipient that determine whether any action or statement can be viewed as bullying.</p>
<p>Harassment</p>	<p>Harassment in general terms is unwanted conduct affecting the dignity of men and women. It may be related to age, sex, race, disability, religion, nationality, sexual orientation, or any personal characteristic of the individual, and may be persistent or an isolated incident. The key factor is that the actions or comments are viewed as demeaning and unacceptable to the recipient. Individuals may not always realise that their behaviour constitutes harassment but they must recognise that what is acceptable to one person may not be acceptable to another and if asked to stop certain behaviour, MUST do so. Harassment may take many forms, from relative minor abuse to actual physical violence. Examples of harassment may include:</p> <ul style="list-style-type: none"> • Lewd comments about appearance • Unwanted bodily contact • Displays of sexually offensive material • Speculation about a person’s private life and sexual activities • Threat of dismissal, loss of promotion, etc. for refusal of sexual favours <p>Harassment may not necessarily take place face to face; it may be conducted through written communication, e-mail or via the telephone. The above list is not exhaustive. The examples listed above must be viewed in terms of the distress they cause the individual. It is primarily the perceptions of the recipient that determine whether any action or statement can be viewed as harassment.</p>

Responsibilities of LSDN Staff and Learners	<p>All LSDN employees and learners have a duty to comply with this policy and to take steps to ensure that bullying or harassment does not occur.</p>
Responsibilities of LSDN Managers	<p>All managers have a duty to establish and maintain a working environment free from bullying or harassment. They should ensure that all employees are aware of their responsibilities under this policy and that all staff within their team, themselves included, adhere to this policy and procedure at all times.</p>
Complaints Procedure	<p>Whenever possible, any complaint of bullying or harassment should be made in the first instance to the immediate Line Manager. Where this is not possible, because for example the Line Manager is implicated in the allegation, the employee or learner may submit their complaint to the LSDN CEO or to the appropriate HR Manager (employees).</p> <p>The complainant should be advised to keep a written record of any incidents of bullying or harassment, including the date, time, and nature of the incident, the names of those involved and the names of any witnesses.</p> <p>All complaints should be viewed seriously and treated confidentially.</p> <p>The complainant should be advised the complaints procedure can be either informal or formal, and it will be their choice as to which procedure they use.</p>
Informal Procedure	<p>In some cases, it may be possible to rectify matters informally. Sometimes people are not aware that their behaviour is unwelcome and an informal discussion can lead to greater understanding and an agreement that the behaviour will cease.</p>

	<p>Where the problem is of a more serious nature, or where the bullying or harassment continues following an informal discussion, the formal procedure should be instigated.</p>
<p>Formal Procedure</p>	<p>Where the informal methods fail, or where serious bullying or harassment occurs, employees should be advised to bring a formal complaint. The complaint should be made in writing, and where possible, state:</p> <ul style="list-style-type: none"> • The name of the person against whom the complaint is made; • The nature of the bullying or harassment; • Dates and times when the bullying or harassment occurred; • Names of witnesses to any incidents of bullying or harassment. <p>A copy of the complaint should be forwarded to the HR Manager and LSDN CEO</p> <p>In cases which appear to involve serious misconduct, and there is reason to separate the parties, a short period of suspension, with pay, of the person against whom the allegation has been made may need to be considered while the case is being investigated.</p> <p>The manager, to whom the complaint is made, along with the HR, should appoint an investigating officer to review and investigate the allegation of bullying or harassment. The investigating officer will usually come from another project to ensure confidentiality or, where deemed necessary or appropriate to the particular circumstances.</p>