



Bullying & Harassment Policy for SSA Star Care

! Please ensure this document is read and understood by all new members of the team.

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BULLYING AND HARASSMENT POLICY

SSA Star Care has a duty to ensure that staff are not subject to harassment, bullying or any other form of offensive behaviour and that proper procedures are in place to deal with any alleged abuse.

Definition

"Harassment/bullying is any unwanted conduct or behaviour which is offensive, intimidating or hostile to the recipient. It may make the recipient feel humiliated, threatened, patronised or generally uncomfortable in their working environment and could induce stress, anxiety, fear, or sickness on the part of the harassed person."

SSA Star Care is committed to creating a working environment where every employee is treated with dignity and respect and where each person's individuality and sense of self-worth within the workplace is maintained. Harassment or bullying within the organisation is deemed entirely unacceptable. Any employee who feels that they may be the victim of, or is witness to bullying and/or harassment should be aware of how to complain, where to complain and how his/her concerns will be dealt with.

SSA Star Care endeavours to provide an environment where employees are able to work without harassment, bullying or intimidation. It is the responsibility of the Registered Manager to ensure that harassment does not occur and is not tolerated.

All employees have a duty to treat colleagues and Service Users with respect and dignity and to take all steps necessary to ensure that harassment does not occur. Whatever the reasons for, or the form of harassment (whether by direct contact, written correspondence or by use of email/Internet), behaviour of this nature can be objectionable and may cause offence, and will not be tolerated by SSA Star Care.

SSA Star Care recognises that what one person thinks is acceptable or tolerable behaviour, another person may regard as harassment. Similarly, behaviour, which is acceptable in one set of circumstances, is not necessarily acceptable in another. What some people may regard as a prank or joke can be regarded as humiliating and degrading by others. It is realised that it is not always easy to gauge interactive situations, and in some circumstances people may be genuinely unaware that others consider their behaviour offensive. All employees have a duty to be sensitive to, and aware of, the effect their conduct may have on others.

The following list sets out types of behaviour which are unacceptable and which could constitute harassment, whether or not it is persistent or an isolated incident:

- Unwelcome or derogatory remarks about sexual orientation or preferences
- Unwelcome requests for social or sexual encounters or favours
- Unwelcome touching or inappropriate gestures
- Display of pornographic pictures or offensive material
- Racist or sexist insults, jokes or pranks



- Derogatory name-calling or abusive language
- Exclusion from everyday conversations or social events
- Unfair allocation of work or duties

Dealing with Harassment and Bullying

Anyone who experiences or witnesses harassment should not wait until the situation is intolerable as action taken at an early stage can prevent it reaching a more serious level. In many cases the matter can be dealt with informally by simply explaining that the behaviour in question is unwelcome and asking the offender to stop. The offender may be unaware that the action is causing offence. In more serious cases, however, or if the person feels uncomfortable in raising the issue directly with the offender, then the matter can be dealt with by taking up a formal complaint.

Any individual can make complaints about harassment to the Registered Manager. All allegations of harassment or bullying will be taken very seriously and dealt with as quickly as possible, observing appropriate confidentiality. All complaints will be investigated thoroughly and, as far as practicable, in confidence.

Any member of staff formally accused of harassment will be contacted and informed of the full details of the complaint and given the opportunity to put forward his/her side of the story. Where a complaint is well-founded then appropriate action under SSA Star Care's disciplinary procedure will be taken against the offender.

It should also be noted that if a complaint is found to be deliberately false or maliciously made then disciplinary action may be taken against the person making the complaint. No employee should be afraid of reporting incidents of harassment, as SSA Starf reporting incidents of harassment, as SSA Star Care will seek to ensure that there is no victimisation or retaliation arising as a consequence of the complaint. Victimisation is considered a disciplinary offence and will be dealt with accordingly.