



**Bullying and  
Harassment Policy  
and Procedures  
(Anti-bullying)**

2021/22

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# 1. Policy Statement

## 1. Policy statement

JTL is committed to creating and promoting a work and learning environment that is free of bullying and harassment and promotes dignity and respect for all. We value others for their contribution, irrespective of personal differences, and strive to provide a supportive and inclusive learning and working environment where everyone feels that they are valued and can work to achieve their potential. Bullying and harassment at any level or in any form is not acceptable and will be addressed.

We recognise that creating a culture that is 'anti-bullying' is the responsibility of each one of us. It can only be sustained if as individuals as well as collectively we work together to make sure that no one feels persecuted, vulnerable and powerless.

Through our bullying and harassment policy and procedures, we seek to support our staff, learners and others that we work with in the building services engineering sector to work and study in an environment where they feel safe and secure and that is free from bullying and harassment.

We recognise that our partner organisations and the employers we work with also have important roles to play in creating places of work and study where harassment and bullying is not accepted, and people can achieve their personal potential.

As an employer and learning provider we understand that people in positions of trust and authority have an obligation to ensure that they do not use their power to bully or harass other staff or learners.

We take allegations of bullying and harassment very seriously. We expect them to be dealt with promptly and sensitively and have various options for resolving allegations. These range from informal approaches through to the use of the formal grievance and disciplinary procedures. JTL expects partner organisations and employers to have similar policies and procedures in place.

When dealing with bullying and harassment concerns, JTL will listen to what the person who has experienced the bullying or harassment has said, and how they feel that the unacceptable behaviour by the other party can be resolved and made to stop. Whilst we would always encourage people to resolve concerns using informal or semi-formal procedures, as an employer and learning provider, JTL has a duty of care to its staff and learners that must be followed at all times.

### 1.1 Scope of this policy

This policy applies to the JTL Board of Trustees, all JTL staff, (including workers supplied by agencies), learners, contractors, other support workers and assistants accompanying learners, volunteers, visitors to JTL training centres and offices, partner organisations, any other party acting on JTL's behalf, and other third parties of JTL.

JTL staff and learners may also be covered in the scope of the bullying and harassment policy of another organisation where they are conducting their work duties or studying if they experience bullying or harassment in that place.

JTL will consider the most appropriate course of action in cases involving individuals who are not JTL staff or managed learners.

## 1.2 **Associated policies**

This bullying and harassment policy and procedures should be read in conjunction with the following:

- Equality and Diversity Policy
- Safeguarding Policy
- Health and Safety Policy
- JTL Staff Handbook
- JTL Employer's Guide
- JTL Apprentice Guide to Policies
- JTL Learner Behaviour Policy

## 1.3 **Communication**

This policy and procedures will be available for reference on JTL's intranet and company website.

All JTL employees will be made aware of this policy and procedures through their induction and regular update training. Partner organisations will be provided with a copy of this policy as part of contractual communication.

Learners and their employers will be made aware of this policy during their induction and sign up procedures.

## 1.4 **Dealing with allegation of bullying and harassment**

If a learner alleges that they have been bullied or harassed by a JTL staff member, another learner or a third party, they will have the support of JTL and/or partner organisation management in putting a stop to this. Acts of bullying that occur away from JTL training centres may come under JTL's procedure.

Bullying and harassment can take many different forms. Examples of these, as well as current legislation and relevant statutory and national guidance-related, are listed in Annex 1. The guidance and procedures JTL has in place for learners are set out in Annex 2.

If a JTL staff member alleges that they have been bullied or harassed by another staff member, learner or third party whilst at work, or because they are a member of our staff, they will have the support of JTL management in addressing this. Guidance and procedures for staff are referenced in Annex 3 and are available on Select HR.

In situations involving people who are not JTL staff or JTL-managed learners, we will consider the most appropriate route to resolve the situation.

Where someone involved in an incident of bullying and harassment, either as:

- the person alleging that they have been bullied or harassed
- the person who is alleged to be the bully or harasser, or
- a person who has witnessed the incident

needs additional support for learning difficulties or other disabilities, we expect appropriate help to be provided so that they can take part fully in getting the incident resolved.

## 1.5 **Confidentiality**

Confidentiality, where possible, will be maintained between the people involved in a bullying or harassment situation and its investigation. This includes any staff involved in support to resolve the situation either informally or formally. We recognise, however, that confidentiality cannot be guaranteed where it would be a breach of our 'duty of care' statutory responsibilities. In such situations information will only be shared on a 'need to know' basis.

If a situation involves a criminal offence, serious misconduct, or we deem that there is an unacceptable risk to the person who has been bullied or harassed, another person, or to JTL itself, we will make a referral to the police or other organisation as necessary.

## 1.6 **Consequences**

JTL regards bullying and harassment as a serious matter. Where serious allegations of bullying and harassment have been made and are founded, we will take appropriate action. Depending on what has occurred, this may include dismissal, removal from a training programme or withdrawal of services.

Please note, in accordance with our safeguarding policy, if an allegation is made that a child has been bullied and harassed or otherwise harmed by a person in a position of trust (i.e. a member of staff), the JTL Safeguarding Lead must be informed as it will be necessary for the relevant Local Authority Designated Officer (LADO) to be notified before any investigation starts.

## 1.7 **Malicious allegations and complaints**

Where a person makes a malicious complaint or knowingly provides false information, they may be subject to staff or learner disciplinary procedures.

If a person in authority also raises grievance or disciplinary proceedings against a person who has made a complaint against them under this policy, they will be required to show that this is not victimisation of the person who has complained against them. Once that has been confirmed, the matter will be investigated in the normal manner.

## 1.8 **Victimisation**

Individuals are protected from victimisation as a result of bringing a complaint under the Bullying and Harassment policy. If a person feels that they have been victimised following a complaint of bullying or harassment, they should raise this matter using the procedures for learners and staff outlined in this policy.

## 1.9 **Complaints against the Chief Executive or other Executive Post-holder**

Should the complaint or allegation be about the Chief Executive or another Senior Post-holder, advice should be sought from the HR Director. They will ensure that the matter is investigated in accordance with this policy and, should the allegation be founded, the matter addressed in accordance with JTL's grievance and disciplinary procedure for Senior Post-holders.

## 1.10 **Review and Monitoring**

This policy will be regularly reviewed by JTL to ensure that it reflects good practice and any relevant changes in law.

Summary data on the number of bullying and harassment complaints raised by staff and learners is regularly reported to the Executive Management Team.

## 1.11 **General Information**

For further information in relation to this policy, please contact JTL's Diversity, Safeguarding and Inclusion Advisors.

Phone: **01689 884120**

Email: **[diversity@jtltraining.com](mailto:diversity@jtltraining.com)** or  
**[safeguarding@jtltraining.com](mailto:safeguarding@jtltraining.com)**

## Annex 1: Information and Examples of Bullying and Harassment

### 1. What is bullying and harassment?

This appendix provides information and examples of various forms of bullying and harassment and the key laws. A person who behaves in a way that bullies or harasses another is equally behaving in a way that does not match JTL's company value of Respect, as well as the British values JTL supports that are outlined in our Equality and Diversity policy.

### 2. Bullying

2.1 Workplace bullying is the repeated less favourable treatment of a person by another or others, which may be considered unreasonable or inappropriate. Such behaviour can be physical, such as violent acts or non-consensual touching, verbal, non-verbal, anti-social or technological, such as cyber bullying. Bullying is the intentional and persistent victimisation of a person and can be offensive, abusive, intimidating or humiliating behaviour; or an abuse or misuse of power which is meant to undermine the recipient personally and/or professionally and has the effect of making the recipient feel isolated, marginalised, powerless or worthless.

2.2 Bullying can be motivated by many reasons, including on the grounds of someone's age, disability, gender identity, sex, sexual orientation, race, religion or belief, marital or civil status, pregnancy or maternity or any other personal characteristic. Bullying may also take the form of singling out a member of staff or learner because they belong to a particular group.

2.3 Bullying is to be distinguished from the actions of a manager or tutor making reasonable, but perhaps unpopular, requests to staff or learners. Bullying, harassment and victimisation may include:

- offensive songs, remarks, jokes, emails or gestures
- display of offensive posters, publications and graffiti
- unwanted physical contact or advances
- offensive remarks about a person's dress or appearance
- offensive remarks about a person's race, gender, marital status, disability, religion or belief, sexual orientation, gender identity or age
- shouting, abusive or intimidating language
- spreading malicious rumours, allegations or gossip
- excluding, marginalising or ignoring someone
- intrusion by pestering, spying or stalking
- copying memos that are critical about someone to others who do not need to know
- deliberately undermining a competent worker by overloading, taking credit for his/her work or constant criticism

- removing areas of responsibility and imposing menial tasks
- cyber-bullying: that is, the sending or posting of harmful, cruel or offensive text or images by email, internet, social media, gaming or any form of bullying that takes place online or via other digital communication devices such as smartphones and tablets.

2.4 Peer-on-Peer abuse by one person on another can take different forms such as sexual violence and sexual harassment, physical abuse such as hitting, kicking or shaking, sexting, or initiation type violence and rituals (hazing).

It can take place in person, online or via a mobile phone. JTL takes Peer-on-Peer abuse seriously. It should not be tolerated or passed off as 'banter', 'just having a laugh' or 'part of growing up'. **Peer-on-Peer abuse may be investigated under JTL's Safeguarding Policy and Procedures.**

### 3. Harassment

Harassment can take many forms and can be defined as unwanted conduct related to age, disability, gender identity, sex, sexual orientation, race, religion or belief, marital or civil status, pregnancy or maternity or any other personal characteristic which has the purpose or effect of violating a learner's or staff member's dignity or creating an intimidating, hostile, degrading or offensive environment for employment, study or social life. The defining feature is that the behaviour is unwanted by the recipient and unwarranted by the working or study/social relationship and would be regarded as such by any reasonable person.

Unacceptable behaviour may be physical, verbal and/or non-verbal, such as ignoring someone. It may be repetitive, sporadic or an isolated incident against a person or group. The behaviour may be harassment even if the person behaving in that way did not intend offend someone, and whether or not the person the behaviour was aimed at witnesses it or not.

Differences in attitude or culture or misreading/interpreting of social signals can mean that what is perceived as harassment by one person may not seem so to another.

Harassment may not always be intentional, but it is always unacceptable.

#### 3.1 Examples of harassment

**Harassment on the grounds of disability** is any behaviour, deliberate or otherwise, relating to a person's disability, which is unwanted by the recipient and creates an intimidating, hostile, degrading or offensive environment for employment, study or social life. It may be directed at an individual or a group.

Disabilities may be visible or hidden, and include physical disabilities, learning difficulties and mental illness.

In addition to the behaviour referred to in section 2.3 of this appendix, harassment on grounds of disability may include:

- unwelcome discussion of the effects of a disability on an individual's personal life
- refusal to work/study alongside a person with a disability
- communicating with a person with a disability via a third party
- excluding a person with a disability from social events or meetings
- uninvited, patronising or unnecessary assistance with work/study
- prejudging an individual's capabilities without reference to him/her
- mischievous interference with personal aids or equipment.

**Gender harassment** is any behaviour, deliberate or otherwise, pertaining to gender and/or a person's gender identity, which is unwanted by the recipient and creates an intimidating, hostile, degrading or offensive environment for employment, study or social life.

It may be directed at an individual or group. In addition to the behaviour referred to in section 2.3 of this appendix, gender harassment may include abusive comments/jokes about an individual's gender, gender identity and/or gender reassignment, being a trans or gender-neutral person, 'dead naming' a trans person, and making comments/jokes about a person's capability based on assumptions relating to gender.

Complaints regarding the behaviour of men and women, directed towards members of the same or a different sex, will be taken equally seriously.

JTL's Transgender Support Policy and Procedures for staff and learners provide guidance, information and access to resources on understanding more about gender identity and gender reassignment.

**Racial harassment** is any behaviour, deliberate or otherwise, relating to race, colour, ethnic or national origin, which is unwanted by the recipient and creates an intimidating, hostile, degrading or offensive environment for employment, study or social life.

It may be directed at an individual or group.

In addition to the behaviour referred to in section 2.3 of this appendix, racial harassment may include:

- abusive comments about racial origins and skin colour
- racist insults jokes and comments about capability
- racist graffiti or offensive material
- exclusion/ignoring someone based on assumptions relating to race.

**Harassment on the grounds of religion or belief or non-belief** is any behaviour, deliberate or otherwise, relating to a person's religion or similarly held belief or non-belief which is unwanted by the recipient and creates an intimidating, hostile, degrading or offensive environment for employment, study or social life. As well as the behaviour outlined in section 2.3 of this appendix, these grounds may include:

- refusal to work/study alongside a person because of their religion/belief or non-belief
- excluding a person from social events or meetings on the grounds of their religion/belief or non-belief
- prejudging an individual's capability on assumptions relating to their religion/belief or non-belief
- making offensive comments or jokes about a person's religion/belief or non-belief.

**Sexual harassment** is any unwanted conduct of a sexual nature, which violates a person's dignity, and/or makes them feel intimidated, degraded or humiliated, and/or creates a hostile, offensive or sexualised environment.

Sexual harassment may occur between members of the same sex or of the opposite sex. It may be directed at an individual or a group.

In addition to the behaviour referred to in section 2.3 of this appendix, sexual harassment can include:

- sexual comments, such as: telling sexual stories, making lewd comments, making sexual remarks about clothes and appearance, calling someone sexualised names and sexual 'jokes' or taunting
- physical behaviour, such as: deliberately brushing against someone, interfering with someone's clothes and displaying pictures, photos or drawings of a sexual nature
- online sexual harassment, which might include: non-consensual sharing of sexual images and videos and sharing sexual images and videos (sexting); inappropriate sexual comments on social media; exploitation, coercion and threats. Online sexual harassment may be standalone, or part of a wider pattern of sexual harassment and/or sexual violence.

Sexual harassment creates an atmosphere that, if not challenged, can make it appear that this behaviour is acceptable, creating a culture and environment that could lead to sexual harassment.

It is also unlawful to treat a person less favourably because they either submit to or reject sexual harassment.

Sexual harassment and sexual violence exist on a continuum and may overlap; all activities which are potentially criminal in nature must be challenged. (NB Sexual violence refers to sexual offences under the Sexual Offences Act (2003), which includes rape, assault by penetration and sexual assault.)

**Harassment on the grounds of sexual orientation ('being LGBTQ')** is any behaviour, deliberate or otherwise, relating to sexual orientation which is unwanted by the recipient and creates an intimidating, hostile, degrading or offensive environment for employment, study or social life. It may be directed at an individual or a group.

Harassment on grounds of sexual orientation may be experienced by someone who is, for example:

- a bisexual/bi person (i.e. attracted to a person's own gender and other genders)
- a gay/lesbian woman or a gay/homosexual man
- questioning/Q (i.e. someone who may still be exploring their gender, sexual identity or sexual orientation or all three and are concerned about applying a social label to themselves).

In addition to the behaviour referred to in section 2.3 of this appendix above, harassment on grounds of sexual orientation may include:

- failure to accept that same-sex partners should be given the same recognition as heterosexual partners
- threats of, or actual unwanted disclosure of sexuality (sometimes referred to as 'outing' someone)
- expressing or acting on stereotypical assumptions

**Other forms of harassment** – in addition to the specific forms of harassment referred to above, harassment can take a variety of other forms including being ageist, and harassing other minorities where the behaviour is unwanted, and creates an intimidating, hostile, degrading or offensive environment for employment, study or social life.

**Bullying and harassment by association and/or perception** – harassment can also occur in situations where a person is treated less favourably or experiences unwanted conduct in relation to a personal characteristic of someone who they have **an association** with, for example, a learner is subjected to offensive joking about their brother's disability or their friend's religion.

Similarly, a person may be treated less favourably or experience unwanted conduct in relation to a **perceived personal characteristic** – for example, a straight/heterosexual staff member is excluded from social events because they are thought to be gay, for example.

Bullying and harassment can often involve an actual or perceived unequal power relationship. Individual harassment tends to reflect wider social inequalities. Those who are in authority are less likely to experience harassment than other members of society.

### 3.2 **The effects of bullying and harassment**

**Reporting fears** – people may be afraid to report incidents of bullying, harassment and victimisation because of the fear of reprisal.

Reporting bullying, harassment and victimisation requires courage and determination. Those who have suffered bullying, harassment and/or victimisation may feel:

- a lack of confidence
- unable to deal with the situation
- isolated and stressed
- traumatised and/or may unreasonably blame themselves
- depressed and/or physically ill.

Bullying and harassment affects people's ability to undertake their studies, or the duties of their job. It can also affect their performance, health and the quality of their life. The feeling of being unable to deal with the situation may be made worse when the harasser is, or is perceived to be, in a position of power in relation to the person who feels harassed.

People experiencing bullying or harassment may also fear that their own vulnerabilities, e.g. a history of mental illness, may undermine their case. All complaints should be taken equally seriously.

It is also recognised that, where allegations of bullying and harassment are made maliciously against someone, or they are made on knowingly false information, the alleged harasser may also be affected in the ways described above.

## 4. **Legislation**

Everyone is entitled to work and study in a safe environment free from bullying and harassment. Individuals are protected from bullying and harassment under a variety of legislation and statutory and national guidance:

- The Equality Act 2010
- Health and Safety at Work 1974
- Protection from Harassment Act 1997
- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- Employment Rights Act 1996
- Criminal Justice Public Order Act 1994
- Keeping Children Safe in Education
- Sexual Violence & Sexual Harassment between Children in Schools and Colleges
- Preventing and Tackling Bullying

Under these pieces of legislation, a member of staff may be held individually liable for an act of bullying or harassment, as well as their employer being held vicariously liable for the staff member's actions.

## Annex 2: Guidance and Procedures for Learner Complaints of Bullying and Harassment

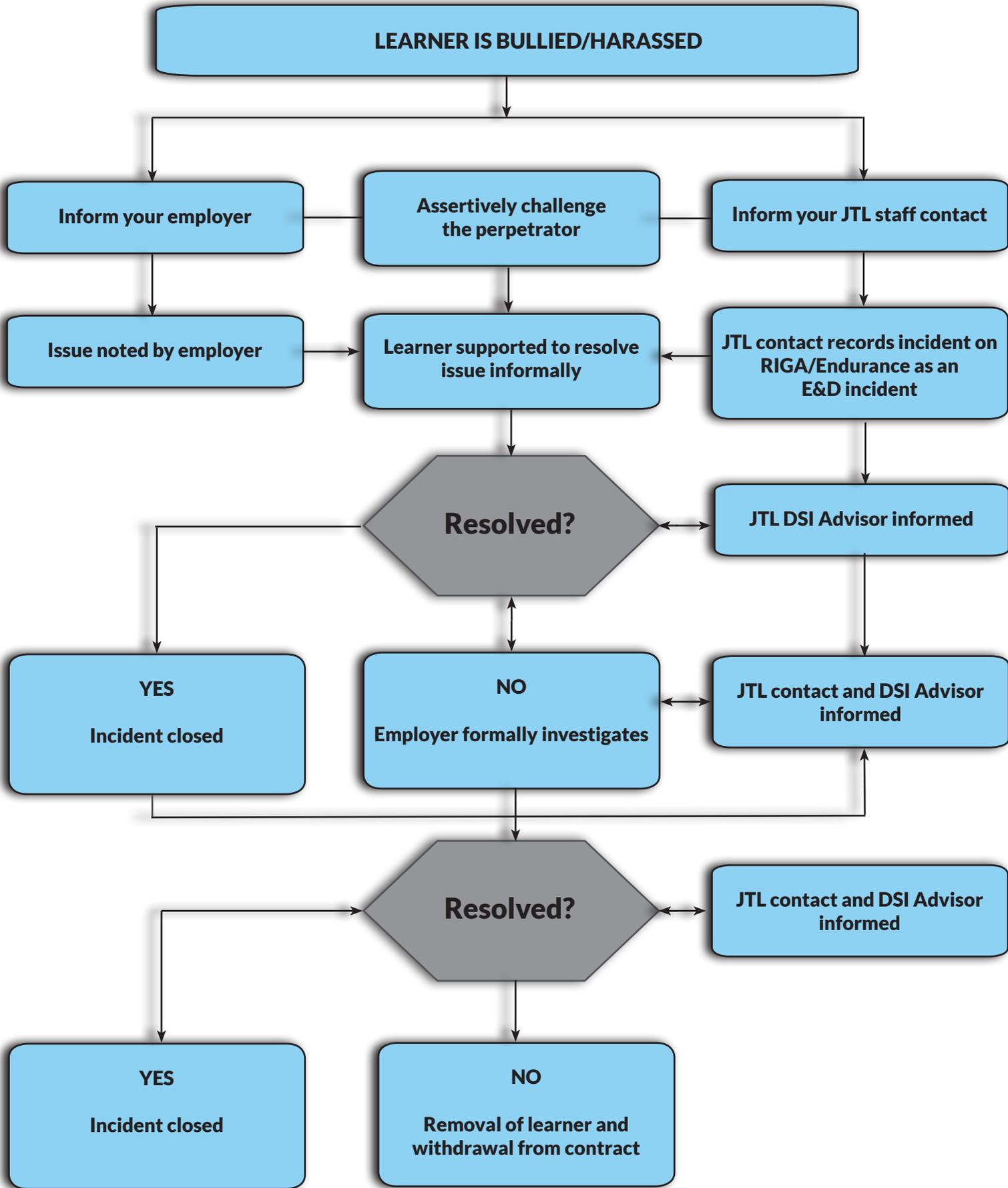
### 1. Guidance for learners

- 1.1 JTL does not condone any form of bullying or harassment of learners and takes behaviour of this nature toward learners very seriously. We expect that all allegations of bullying, harassment or inappropriate behaviour towards any learner be investigated, either by JTL directly, through a partner organisation or by the learner's employer as appropriate. The most appropriate option for dealing with the situation will generally be determined based on whether the learner experienced the treatment at work, at college, or from a member of JTL staff. Please see the process flow Figures 1, 2 and 3.
- 1.2 Learners are encouraged to raise their concerns to their employer, college tutor, JTL Training Officer, JTL's Diversity, Safeguarding and Inclusion Advisor (DSIA) team, or any other member of JTL or college staff.
- 1.3 Any allegation raised regarding bullying and harassment will be treated confidentially, where possible, and investigated in the normal way. Although the learner raising the allegation of bullying or harassment may not wish for the information to go any further, there may be times when this is not possible as it would breach JTL's statutory duties. In these situations JTL will try to restrict the number of people informed and ensure that all communication is kept to a minimum on a 'need to know' basis.
- 1.4 JTL will not take further action without consulting, or having the consent of, the learner concerned, where possible, unless the allegation is so serious that it involves a criminal offence or serious misconduct, or there is an unacceptable risk to the learner, another person, or to JTL itself, which requires immediate action.
- 1.5 In all circumstances, JTL's DSIA team should be made aware of the issues that have arisen, and they will keep a record of the situation and may be involved in investigating the matter.

### 2. Options for a learner experiencing bullying/harassment at work (See Figure 1)

- 2.1 In the first instance, if a learner is treated unfairly, bullied, harassed or discriminated against at work on grounds of disability, gender identity, race, religion and belief, sex, or sexual orientation, they can, if they feel confident enough, manage the situation personally by assertively telling the person treating them unfairly that the behaviour in question is not acceptable and should stop.
- 2.2 If the learner is not comfortable with assertively challenging offensive behaviour, or the behaviour or treatment continues after the learner has directly told the other person that it is not acceptable and should stop, they should inform their supervisor or employer of what has happened. Steps should then be taken by the employer to ensure that the offensive behaviour does not continue.
- 2.3 In all situations, learners should inform their JTL staff contact of what has taken place. They can support by monitoring the situation, making the employer aware of what has occurred so that they have the opportunity to ensure that unacceptable behaviour does not continue, as well as supporting or advising the company in finding a resolution to the situation as appropriate. As soon as an issue is brought to the attention of the JTL staff contact, they will also notify JTL's DSIA team.

**Options for a Learner Experiencing Bullying/Harassment at Work (Figure 1)**



2.4 A large company will normally have an Apprenticeships Manager, HR contact or their own Diversity and Inclusion representative who will follow their company's Bullying and Harassment, Equality and Diversity and employment policies to address the issues raised to them. The JTL member of staff will still monitor the situation and offer support during this investigation.

2.5 **Please note, all employers and JTL-managed learners are bound by contract and legislation to take action to prevent and stop any inappropriate behaviour in the working environment and abide by JTL's Equality and Diversity Policy.**

2.6 We understand that when a person feels that they are being bullied or harassed, it is a difficult and stressful time for everyone involved. All JTL learners have access to independent, confidential advice and support at any time during their studies from the **EIC's Apprentice Support Programme**.

### **3. Options for a learner experiencing bullying and harassment at college (see Figures 2 and 3)**

3.1 If a learner is being bullied or harassed at college, the first option in dealing with the situation could be to assertively challenge the behaviour. Not everyone would be comfortable with this approach, particularly if it is a tutor or lecturer who is causing discomfort.

3.2 As soon as possible, the learner should inform their JTL staff contact, an appropriate college contact and their employer of the situation. The JTL contact will notify JTL's DSIA team.

3.3 If the unfair treatment is coming from fellow learners at college, this will likely be a breach of the college's own policies. In these situations, the learner should, at this stage, report the incident to their tutor who should then try to resolve the situation at a local level, or follow the college's complaints process (see Figure 2).

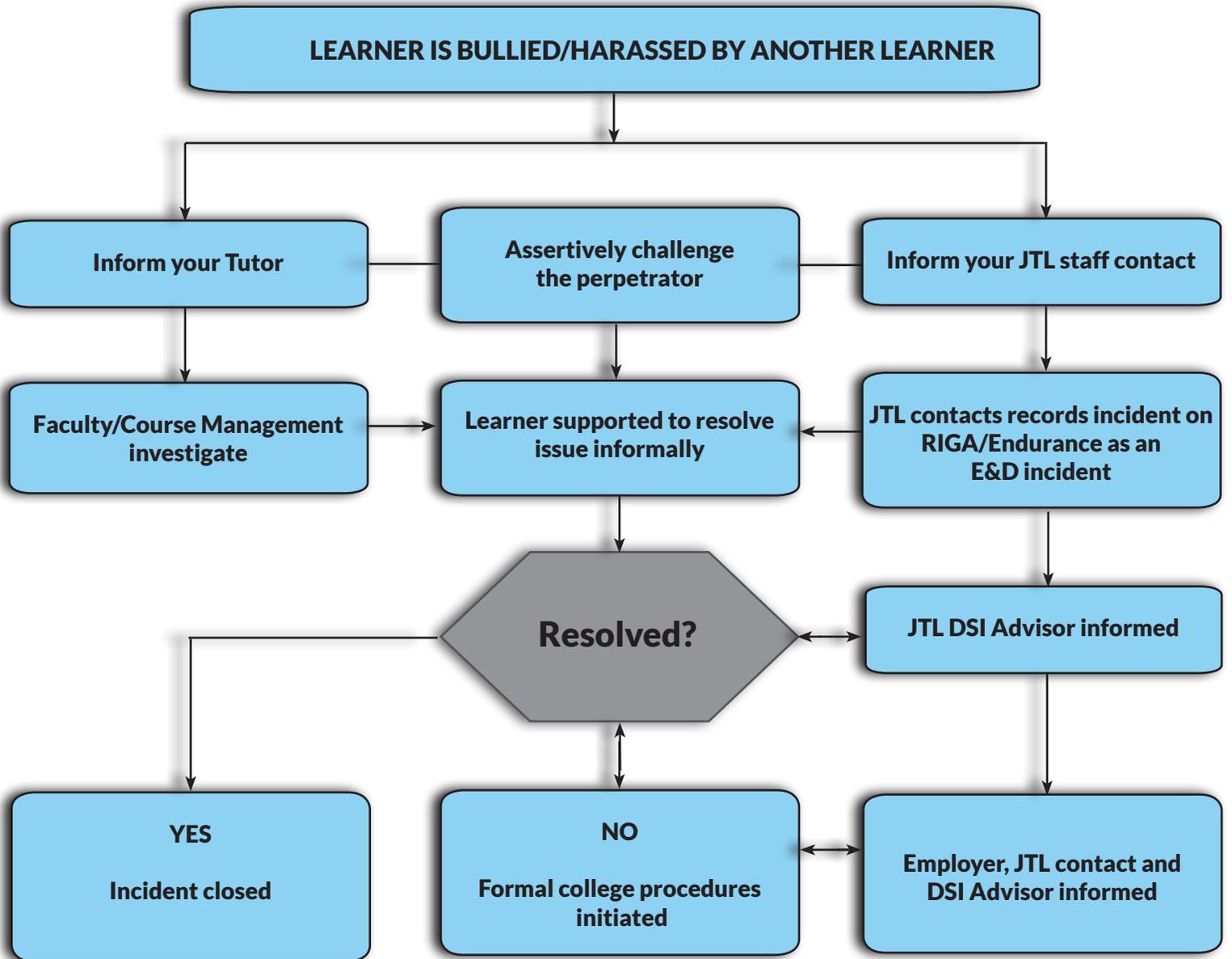
3.4 If the issue is with a tutor, the JTL staff contact should be informed. They will liaise with the faculty/course management to investigate and deal with the situation or support the learner in going through the internal college's complaints procedure (see Figure 3).

### **4. Bullying and harassment from a JTL member of staff**

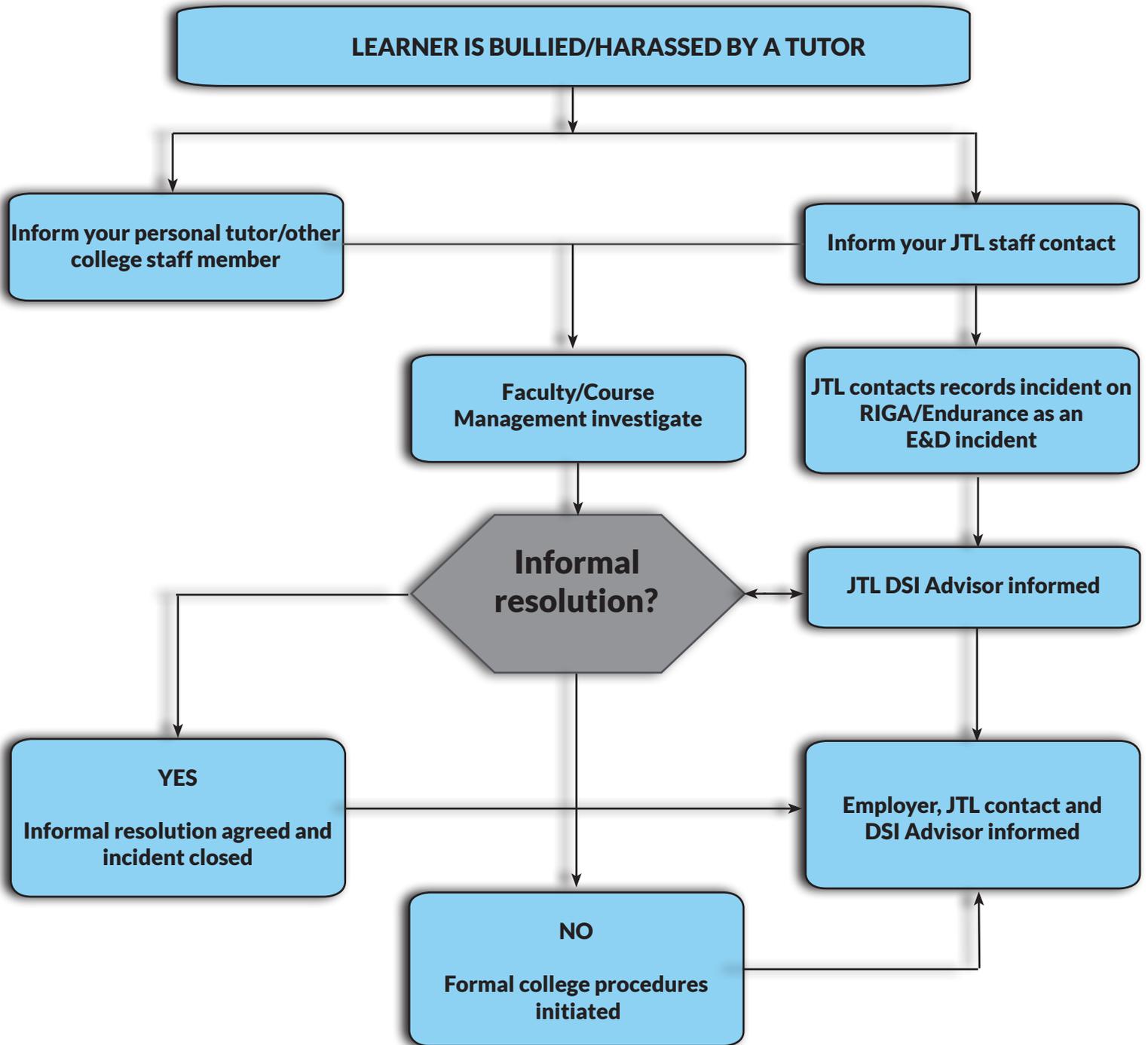
4.1 If a learner feels that they have been treated unfairly by a JTL member of staff, through bullying, harassment or discrimination, they should contact JTL directly so that the matter can be investigated through JTL's complaints procedure. This can be done by either telephoning JTL Head Office or sending an email in the first instance to the DSIA team on [diversity@jtltraining.com](mailto:diversity@jtltraining.com) or [safeguarding@jtltraining.com](mailto:safeguarding@jtltraining.com). The DSIA team and the relevant line manager will then review the allegations that have been raised. They will then investigate the situation and try to find a resolution. If it is found that there has been a breach, disciplinary action will be taken.

4.2 This process will involve JTL's Human Resources department and the appropriate level of management.

**Options for a Learner Experiencing Bullying/Harassment at College (Figure 2)**



**Options for a Learner Experiencing Bullying/Harassment at College (Figure 3)**



## Annex 3: Guidance and Procedures for JTL Staff Complaints of Bullying and Harassment

### 1. Guidance for JTL Staff

There are a range of measures you can take to deal with bullying and harassment, from simply indicating that the behaviour is unacceptable, through to making a formal complaint. Please see the process flow Figure 4 on page 20.

If you feel you are being bullied or harassed you should keep a written record of all relevant incidents, including dates and times, and the names of any witnesses.

In all circumstances, we recommend that you act promptly: don't wait until working conditions reach an intolerable level or your personal well-being is put in jeopardy. In some cases, the person who is causing the offence may be unaware that their behaviour is inappropriate or objectionable, or it may be that their words or actions have been misinterpreted. In such cases, the misunderstanding may be cleared up speedily.

If you feel able:

- talk to the person who you feel is bullying or harassing you (the alleged bully or harasser)
- inform them that their behaviour is unacceptable
- ask them to stop the unacceptable behaviour. Whether the behaviour was intentional or not, a swift and clear indication that it is unacceptable may well prove enough.

If you do not wish to confront the alleged bully or harasser face to face by yourself, you have the following options:

**A)** Asking a line manager or work colleague to:

- accompany you when you speak to the alleged bully or harasser
- accompany you and speak to the alleged bully or harasser on your behalf
- go in your place and speak to the alleged bully or harasser on your behalf preserving anonymity if you wish, where this is practicable.

It is suggested that the alleged bully or harasser is contacted in advance and given the opportunity to be accompanied at this informal meeting.

**B)** Seek advice from HR who will explain the range of options available to you, for example an option might be to write to the alleged bully or harasser, being specific about what behaviour you find unacceptable.

You must keep a copy of any relevant correspondence and notes of conversations, in case follow-up action becomes necessary.

Further action will not be taken, where possible, without your express permission. However, where it is deemed that this is needed, it will be discussed with you.

**We recognise that dealing with allegations of bullying and harassment can be difficult for everyone involved. Remember that if you need to talk to anyone about how you are feeling, you can contact JTL's Employee Assistance Programme (EAP), or the EIC support and counselling services.**

If your concern continues or if the bullying or harassment is of a more serious nature that cannot be dealt with by methods outlined above, you are advised to seek a confidential meeting with your immediate manager or, if you prefer, a more senior member of your department, if you have not already done so. That person will suggest options as to how you might proceed and will seek to arrange, if appropriate, an informal meeting between you and the alleged bully or harasser. The alleged bully or harasser will be advised of the nature of the complaint and be given the opportunity to respond.

Both you and the alleged bully or harasser may wish to be accompanied at such a meeting by a work colleague and this wish will be respected. A trained mediator may also be used to facilitate this meeting.

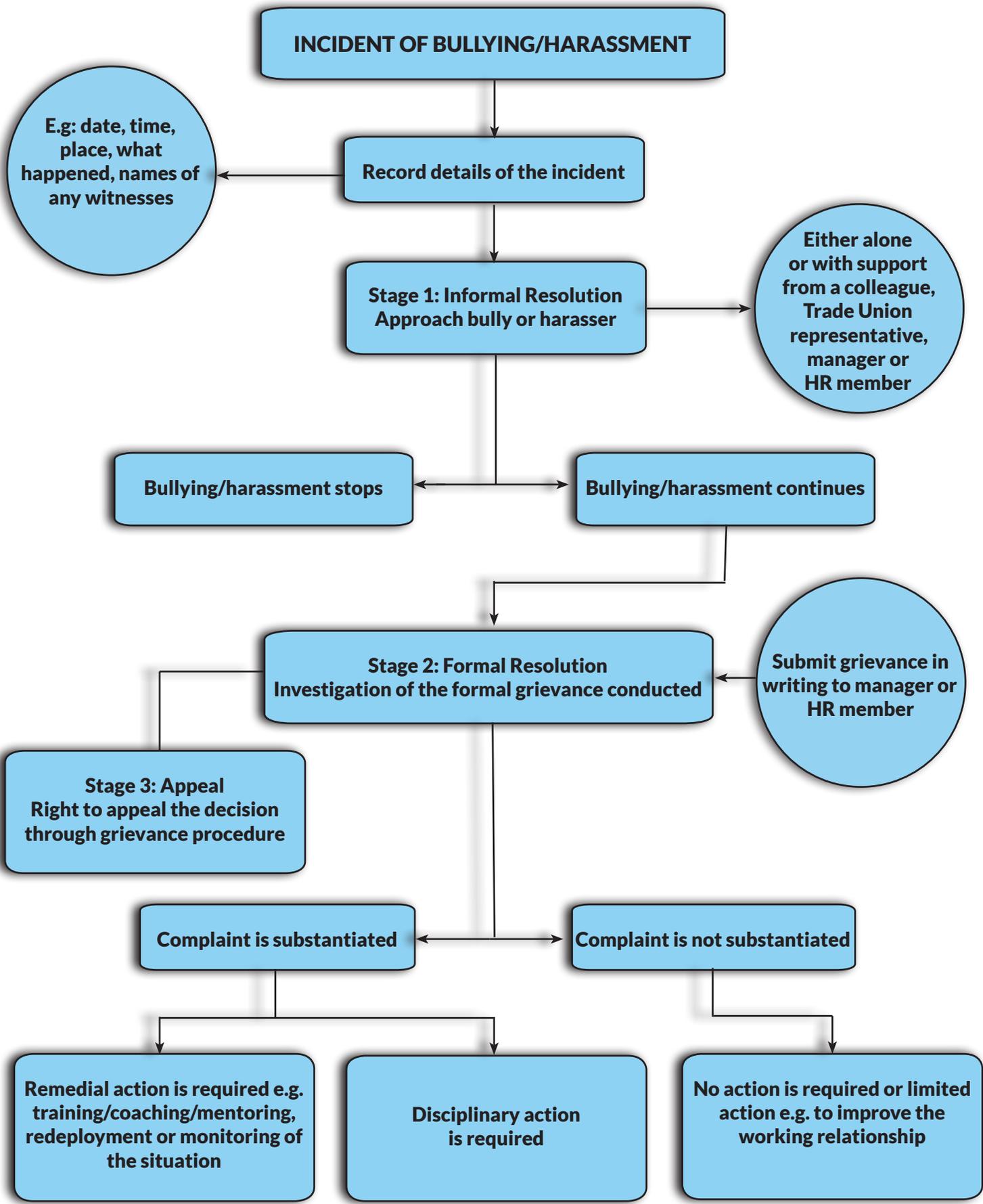
The purpose of the informal meeting will be to discuss the nature of the complaint and to arrive at a solution without recourse to formal grievance procedures. The expectation is that the matter will normally be resolved through the alleged bully or harasser giving an undertaking to cease any behaviour which causes distress.

If there is still no resolution to the situation after this, or, for example, the bullying or harassment has continued, you should arrange to have a meeting with the HR Manager. The purpose of this meeting is to ensure that all options for dealing with the bullying and harassment have been fully considered and appropriate action to seek resolution has been taken. The HR Manager will clarify whether all aspects of the informal policy have been explored.

An appropriate time period to allow possible resolution resulting from any actions agreed in the informal meetings outlined above should be allowed before proceeding further.

If informal attempts to resolve a complaint of bullying or harassment have not been successful, it may be appropriate for the matter to be pursued through JTL's grievance procedure available on Select HR. **The informal procedure for resolving complaints of bullying and harassment must be completed before invoking the formal grievance procedure.**

**Options for Dealing with Complaints of Bullying/Harassment in Relation to JTL Staff (Figure 4)**



**JTL Head Office:**  
Stafford House  
120-122 High Street  
Orpington  
Kent  
BR6 0JS

**Call:** 01689 884100 **Fax:** 01689 891658

**Email:** [headoffice@jtltraining.com](mailto:headoffice@jtltraining.com)

**Website:** [www.jtltraining.com](http://www.jtltraining.com)

