



Dignity at Work Policy

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WELLBEING POLICY
DEVELOPMENT
STRATEGY HUMAN PEOPLE
RESOURCES
CHANGE MANAGEMENT
SUCCESSION PLANNING
CONFIDENTIALITY

Collaborate Ability to work effectively as a team
Empower Ability to take initiative and problem solve in order to improve performance
Lead To lead by example and achieve shared goals
Transformation Ability to recognise a need for change and adapt accordingly



CELT Vision

Our vision is for our trust to be a learning organisation in the truest sense.

At the heart of our vision for education is a self-improving school-led system which has the best evidence-led practice and in which every child fulfils their potential. This is a learning community in which:

- Our leaders are driven by moral purpose. They are outwards focused and not afraid to take risks to achieve system transformation. The focus of policy is on continually improving the quality of teaching.
- Our teachers strive to be outstanding. They work across organisational boundaries to promote a collective sharing of knowledge, skills, expertise and experience in order to deepen pupil learning.
- The individual talents and strengths of our pupils are recognised and nurtured. A passion and curiosity for learning is sustained in every child from the moment they join us. A CELT pupil leaves our family of academies with a purpose, and the confidence to fulfil that purpose.
- Our parents are engaged in our learning community and actively work in partnership with us to raise the level of attainment and aspiration of every child.

CELT Mission

“Learning together to help every child achieve more.”

We believe there is no limit to what every child can achieve, and that every child deserves the chance to fulfil their potential.

As a learning community we are on an ambitious journey. We want to deliver a model for education in the 21st century which instils curiosity and a love for learning in every child so that they develop into young adults who contribute to humanity, follow their passions, and think for themselves.

By learning and improving together – as part of a global learning community – we create much richer and more sustainable opportunities for rigorous transformation than can be provided by any one of our academies alone.

**COLLABORATE
EMPOWER
LEAD
TRANSFORM**

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PURPOSE

The purpose of this policy is to promote dignity and respect at work and to help foster a positive and dignified workplace culture. The policy not only details the courses of action open to members of staff who experience inappropriate or unacceptable behaviour from a colleague, but more fundamentally it sets out how, in developing a positive culture, we aim to minimise the instances of such behaviour occurring in the first place.

This policy is to support and sustain a positive working environment for all staff, free from any form of inappropriate or unacceptable behaviour.

CELT is committed to a working environment where violence, bullying and harassment are unacceptable and that all staff have a role to play in creating a culture free from violence, bullying and harassment.

To provide a framework for respect and good conduct to prevent and eliminate all forms of violence, bullying and harassment.

This policy will also provide a mechanism by which complaints are dealt with in effectively.

SCOPE

This policy applies to instances of alleged violence, bullying or harassment in the workplace. Members of staff may raise any concerns arising from their employment which are not captured by this definition through the Trust's Grievance Procedure.

The policy applies to the Trust and all members of staff working under a contract of employment within CELT. These standards of behaviour also apply temporary workers on placement, agency workers, casual workers and volunteers. CELT also makes clear its expectations regarding standards of behaviour to all contractors and partners whose employees work in the Trust or undertake work on CELT's behalf.

Related policies for stakeholders: CELT has a Unacceptable Behaviour Policy which makes clear to stakeholders the expectations CELT has of Stakeholders visiting our sites or communicating with CELT staff and volunteers.

POLICY STATEMENT

This policy supports the sustainability of a positive working environment for all staff, free from any form of inappropriate or unacceptable behaviour.

CELT is committed to a working environment where violence, bullying and harassment are unacceptable and that all staff have a role to play in creating a culture free from violence, bullying and harassment.

The Dignity at Work Policy details this commitment and explains what actions can be taken if its principles are not observed.

RESPONSIBILITY

All staff, Trustees and Governors have responsibility for:

- Treating others with dignity and respect
- Discouraging any form of discrimination and harassment by suitably challenging inappropriate behaviour, making it clear that such behaviour is unacceptable (and raising concerns with managers/senior leaders where appropriate so these can be dealt with).
- Supporting any member of the Trust who feels they have been subject to discrimination and / or harassment, including supporting them to make a formal complaint if appropriate
- Managers have particular responsibility for setting standards and ensuring appropriate workplace behaviours are maintained. They should set a good example and ensure concerns raised are acted upon promptly.

DEVELOPING A POSITIVE WORKPLACE CULTURE

The Trust is committed to creating a work environment which is free of violence, bullying, and harassment and where everyone is treated with dignity and respect. All employees have a right to work in an environment where staff are treated fairly and consistently, are kept well informed, are involved in decisions which affect them, are appropriately trained, and are provided with a work environment which is safe. CELT will demonstrate its commitment to a working environment and working relationships which are based on respect for and recognition of the individual contribution made by all members of staff by:

- clearly communicating the standards that all members of staff have the right to expect and are expected to demonstrate to others in all workplace communications;
- equipping the Headteacher and Managers with the knowledge and skills required to influence a positive working environment and working relationships;
- alerting all members of staff to the type of language and behaviour that is not acceptable and, where this occurs, how this will be dealt with;
- establishing appropriate informal and formal arrangements for members of staff to raise instances of unacceptable behaviour.
- ensuring that complaints are handled sensitively and are fully investigated through appropriate procedures.

1

The legal framework

- 1.1 The Equality Act 2010 prohibits harassment related to age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (protected characteristics). The Protection from Harassment Act 1997 also makes it unlawful to pursue a course of conduct which you know or ought to know would be harassment, which includes causing someone alarm or distress. Under the Health and Safety at Work Act 1974 staff are entitled to a safe place and system of work.

- 1.2 Individual members of staff may in some cases be personally legally liable for harassment of colleagues or third parties (including pupils), and may be ordered to pay compensation by a court or employment tribunal.

2

What is harassment?

2.1 Harassment is any unwanted physical, verbal or non-verbal conduct which has the purpose or effect of:

2.1.1 violating a person's dignity; or

2.1.2 creating an intimidating, hostile, degrading, humiliating or offensive environment for them.

It also includes treating someone less favourably because they have submitted or refused to submit to such behaviour in the past.

2.2 Unlawful harassment may involve conduct related to a protected characteristic (see 3.1) or of a sexual nature (sexual harassment). Harassment is unacceptable even if it does not fall within any of these categories.

2.3 A person may be harassed even if they were not the intended "target". For example, a person may be harassed by racist jokes about a different ethnic group if they create an offensive environment for him/her. Harassment may also occur even if an individual does not have a protected characteristic, but another individual engages in unwanted conduct towards them because:

2.3.1 they perceive the recipient to have a protected characteristic; or

2.3.2 they are associated with a person who does have a protected characteristic.

2.4 A single incident can amount to harassment although first-time conduct which unintentionally causes offence will not usually be harassment. However, it will become harassment if the conduct continues after the recipient has made it clear, by words or conduct, that such behaviour is unacceptable to him/her.

3

What is bullying?

- 3.1 Bullying is offensive, intimidating, malicious or insulting behaviour involving the misuse of power that can make a person feel vulnerable, upset, humiliated, undermined or threatened. Power does not always mean being in a position of authority but can include both personal strength and the power to coerce through fear or intimidation.

- 3.2 Legitimate, reasonable and constructive criticism of a worker's performance or behaviour or reasonable instructions given to workers in the course of their employment, will not amount to bullying on their own. It is also recognised that differences of opinion, outbursts of bad temper etc. may occur from time to time in any normal working environment. We would normally expect our employees to resolve through informal processes rather than through the use of the formal procedure set out below.

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Examples of violence, bullying and harassment

- 4.1 Bullying and harassment can take the form of physical, verbal and non-verbal conduct. Employees should always consider whether their words or conduct could be offensive. Conduct may be harassment or bullying whether or not the person behaving in that way intends to offend. Examples of unacceptable conduct include (not an exhaustive list):
- 4.1.1 Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work.
 - 4.1.2 This can include verbal abuse or threats as well as physical attacks.
 - 4.1.3 unwanted physical conduct or 'horseplay' including touching, pinching, brushing past someone, invading their personal space, and more serious forms of physical or sexual assault;
 - 4.1.4 unwelcome sexual advances or suggestive behaviour or suggestions that sexual favours may further a career or that a refusal may hinder it;
 - 4.1.5 continued suggestions for social activity after it has been made clear that such suggestions are unwelcome;
 - 4.1.6 sending or displaying material that is pornographic or that some people may find offensive (including e-mails, text messages, video clips and images sent by mobile phone or posted on the internet);
 - 4.1.7 offensive or intimidating comments or gestures, or insensitive jokes or pranks;
 - 4.1.8 jokes or comments about an individual's age, disability, sexual orientation or religion, or derogatory or stereotypical remarks about a particular ethnic or religious group or gender;
 - 4.1.9 ignoring or shunning someone, for example, by deliberately excluding them from a conversation, a workplace social activity or from meetings;
 - 4.1.10 shouting at, being sarcastic towards, ridiculing or demeaning others;
 - 4.1.11 physical or psychological threats;
 - 4.1.12 overbearing and intimidating levels of supervision;
 - 4.1.13 inappropriate and/or derogatory remarks about someone's performance;
 - 4.1.14 abuse of authority, power or status by those in positions of seniority.

5

Informal steps

- 5.1 If you think you are being bullied or harassed, you should initially consider raising the problem informally with the person responsible. You should explain clearly to them that their behaviour is not welcome or makes you uncomfortable. If this is too difficult or embarrassing, you should speak to your line manager (or another manager if the matter relates to your line manager), who can provide advice and assistance in resolving the issue formally or informally.
- 5.2 If you are not certain whether an incident or series of incidents amount to bullying or harassment, you should initially contact your line manager (or another manager if the matter relates to your line manager) informally for confidential advice.
- 5.3 It may be appropriate for the matter to be dealt with by way of mediation, depending on the nature of your concern/complaint. This is an informal process which involves the appointment of a third-party mediator, who will discuss the issues raised by your concern/complaint with all of those involved and seek to facilitate a resolution. Mediation will be used only where all parties involved in the concern/complaint agree.
- 5.4 If informal steps have not been successful or are not possible or appropriate, you should follow the formal procedure set out below.
- 5.5 We offer access to a full Employee assistance programme which includes confidential counselling should you require it. The details to access this service can be obtained from the HR team.

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Raising a formal complaint

- 6.1 If you wish to make a formal complaint about bullying or harassment, you should submit it in writing to the HR Lead, whose role is to achieve a solution wherever possible and to respect the confidentiality of all concerned. If the matter concerns that person, you should refer it to the Deputy Trust Lead.
- 6.2 Where a Headteacher/Senior Leader feels bullied or harassed they should raise the matter with the Chair of Trustees.
- 6.3 Your written complaint should set out full details of the conduct or incident in question, including the name of the harasser or bully, the nature of the harassment or bullying, the date(s) and time(s) at which it occurred, the names of any witnesses and any action that has been taken so far to attempt to stop it from occurring.
- 6.4 As a general principle, the decision whether to progress a complaint is up to you. However, we have a duty to protect all staff and may pursue the matter independently if, in all the circumstances, we consider it appropriate to do so.

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Formal investigations

- 7.1 We will investigate complaints in a timely and confidential manner. Individuals not involved in the complaint or the investigation should not be told about it. Wherever possible the investigation will be conducted by someone with no prior involvement in the complaint. The investigation should be thorough, impartial, objective and carried out with sensitivity and due respect for the rights of all parties concerned.
- 7.2 We will arrange a meeting with you, usually within ten working days of receiving your complaint, so that you can give your account of events. You have the right to be accompanied by a colleague or a trade union representative of your choice, who must respect the confidentiality of the investigation. The investigator will arrange further meetings with you as appropriate throughout the investigation.
- 7.3 Where your complaint is about an employee, we may consider suspending them on full pay or making other temporary changes to working arrangements pending the outcome of the investigation, if circumstances require and there is no alternative to suspension. The investigator will also meet with the alleged harasser or bully who may also be accompanied by a colleague or trade union representative of their choice to hear their account of events. They have a right to be told the details of the allegations against them, so that they can respond.
- 7.4 Where your complaint is about someone other than an employee, such as a contractor, pupil, parent or visitor, we will consider what action may be appropriate to protect you and anyone involved pending the outcome of the investigation, bearing in mind the reasonable needs of the Trust and the rights of that person. Where appropriate, we will attempt to discuss the matter with the third party.
- 7.5 We will also seriously consider any request that you make for changes to your own working arrangements during the investigation. For example, you may ask for changes to your duties or working hours so as to avoid or minimise contact with the alleged harasser or bully.
- 7.6 It may be necessary to interview witnesses to any of the incidents mentioned in your complaint. If so, the importance of confidentiality will be emphasised to them.

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- 7.7 At the end of the investigation, the investigator will submit a report to a Headteacher/Senior Leader nominated to consider the complaint. A copy of the report and findings will be given to you and to the alleged harasser or bully, together with recommendations for further action.
- 7.8 The Headteacher/Senior Leader will arrange a meeting with you usually within ten working days of receiving the report, in order to discuss the outcome and what action, if any should be taken. You have the right to bring a colleague or a trade union representative to the meeting.

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Action following the investigation

- 8.1 If the Headteacher/Senior Leader considers that harassment or bullying has occurred, prompt action will be taken to address it.
- 8.2 Where the harasser or bully is an employee, the matter will be dealt with as a case of possible misconduct or gross misconduct under our Disciplinary Procedure.
- 8.3 Where the harasser or bully is a third party, appropriate action might include putting up signs setting out acceptable and unacceptable behaviour; speaking or writing to the person and/or their superior about their behaviour; or, in very serious cases, banning them from the premises or terminating a contract with them.
- 8.4 Whether or not your complaint is upheld, we will consider how best to manage the ongoing working relationship between you and the alleged harasser or bully. It may be appropriate to arrange some form of mediation or to change the duties, working location or reporting lines of one or both parties.
- 8.5 Any staff member who knowingly provides false information or otherwise acts in bad faith as part of an investigation may be subject to action under our Disciplinary Procedure.

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Appeals

- 9.1 If you are not satisfied with the outcome you may appeal in writing to Headteacher/ Senior Leader, stating your full grounds of appeal, within ten working days of the date on which the decision was sent or given to you.
- 9.2 We will hold an appeal meeting, normally within ten working days of receiving your written appeal.
- 9.3 Where possible, the appeal hearing will be conducted by a panel of a minimum of two and a maximum of three, consisting of a Senior Manager and/or LGB/ Trustees not previously involved in the case. In any event the appeal will be dealt with as impartially as possible. This You may bring a colleague or trade union representative to the meeting.
- 9.4 We will confirm our final decision in writing, usually within five working days of the appeal hearing. This is the end of the procedure and there is no further right of appeal.

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Protection and support for those involved

- 10.1 An employee who makes a complaint or who participates in good faith in any investigation conducted under this policy must not suffer any form of retaliation or victimisation as a result. Anyone found to have retaliated against or victimised someone in this way may be subject to a disciplinary process.
- 10.2 Victimisation is subjecting a person to a detriment because he/she has in good faith:
 - 10.2.1 complained (whether formally or otherwise) that someone has been bullying or harassing him/her or someone else; or
 - 10.2.2 supported someone to make a complaint; or
 - 10.2.3 given evidence in relation to a complaint.

This would include isolating someone or giving them a heavier or more difficult workload. If you believe you have suffered any such treatment you should inform your Headteacher/Senior Leader. If the matter is not remedied, you should raise it formally using our Grievance Procedure or this procedure if appropriate.
- 10.3 Making a complaint or giving evidence that you know to be untrue may lead to disciplinary action being taken against you.
- 10.4 Anyone found to have retaliated against or victimised someone for making a complaint or assisting in good faith with an investigation under this procedure will be subject to disciplinary action.
- 10.5 If a complaint is made against you, do not dismiss the complaint out of hand because you were only joking or think the complainant is being too sensitive. Remember that different people find different things acceptable and everyone has the right to decide what behaviour is acceptable to them and to have their feelings respected by others. You may have offended someone without intending to. If that is the case, the person concerned may be content with an explanation and an apology from you and an assurance that you will be careful in future not to behave in a way that you now know may cause offence. Provided that you do not repeat the behaviour that has caused offence that may well be the end of the matter.

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Confidentiality and data protection

- 11.1 Confidentiality is an important part of the procedures provided under this policy. Everyone involved in the operation of the policy, whether making a complaint or involved in any investigation, is responsible for observing the high level of confidentiality that is required. Details of the investigation and the names of the person making the complaint and the person accused must only be disclosed on a "need to know" basis.
- 11.2 As part of the application of this policy, the Trust may collect, process and store personal data in accordance with our data protection policy. We will comply with the requirements of Data Protection Legislation (being the UK General Data Protection Regulation and the Data Protection Act 2018) and any implementing laws, regulations and secondary legislation, as amended or updated from time to time. Records will be kept on the employee's personal file in accordance with our Workforce Privacy Notice, our Retention and Destruction Policy and in line with the requirements of Data Protection Legislation. This will include information about a complaint along with a record of the outcome and of any notes or other documents compiled during the process.
- 11.3 Breach of confidentiality may give rise to disciplinary action under our Disciplinary Procedure.

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Review of this policy

This policy is reviewed and amended bi-annually by the Trust in consultation with the recognised trade unions. We will monitor the application and outcomes of this policy to ensure it is working effectively.

Appendix History of Changes

Version	Date	Page	Change	Origin of Change
1.0	27.04.23		Original Draft	