

## **ANTI-BULLYING AND HARASSMENT POLICY**

### 1. Statement of intent

The Pernicious Anaemia Society (“The Charity”) is committed to encouraging all involved with or connected to the Charity in some way to maintain good relations, and not use words or deeds that may harm the wellbeing of others.

Everyone has the right to be treated with consideration, fairness, dignity and respect and this contributes to an environment in which individuals feel safe to contribute and to volunteer.

The Charity has a zero tolerance approach towards bullying and harassment and will take seriously and investigate any allegations of bullying or harassment. The Charity’s Anti-bullying and Harassment policy applies to all members and to all interacting with the Charity as a supplier, information provider or partner and should be read in conjunction with our Terms and Conditions for Members, our Codes of Conduct for Volunteers and other Policy documents.

### 2. Definition of harassment and bullying

Harassment and bullying can be summarised as any behaviour that is unwanted by the person to whom it is directed. It is the impact of the behaviour rather than the intent of the perpetrator that determines whether harassment or bullying has occurred. Harassment may be defined as any conduct which is:

- unwanted by the recipient
- is considered objectionable
- causes humiliation, offence, distress or other detrimental effect.

Harassment may be an isolated incident or repetitive; or occur against one or more individuals.

Harassment may be, but is not limited to:

- Physical contact – ranging from touching to serious assault, gestures, intimidation, aggressive behaviour.
- Verbal – unwelcome remarks, suggestions and propositions, malicious gossip, jokes and banter, offensive language.
- Non-verbal – offensive literature or pictures, graffiti and computer imagery, isolation and exclusion or isolation from social activities

Bullying is unlikely to be a single or isolated instance. It is usually, but not exclusively repeated and persistent behaviour which includes:

- Conduct which is intimidating, physically abusive or threatening
- Conduct which denigrates, ridicules or humiliates an individual, especially in front of others
- Conduct which is malicious or insulting
- Picking on one person when there is a common problem
- Shouting at an individual to get things done

### 3. In the event of any concern regarding harassment or bullying being raised, we will take the following action:

Any concerns/ allegations will be dealt with fairly and confidentially and sensitively.

Investigation- Complaints will be taken seriously and investigated promptly, objectively and independently. Decisions can then be made as to what action needs to be taken.

Informal action If appropriate, the matter will be dealt with 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.

Formal action- More serious cases of bullying or harassment will be dealt with under the Charity's disciplinary procedures.

Counselling and Mediation - Counselling or mediation may be considered, particularly where investigation shows no cause for disciplinary action, or where it may be useful to help resolve the issue or help support the person accused as well as the complainant.

If the concern is raised in connection with a volunteer/trainer/charity trustee/ this can result in the following steps being taken, depending upon the nature and severity of the breach:

- Asking the person in question to provide a formal apology, which may be given in person, or in writing, or both
- Requiring them to undertake such further training as may be required
- Issuing them with a written warning from the Secretary. This warning will set out the corrective steps which the Secretary will expect the volunteer/trainer/charity trustee to take to remedy the breach and may also require the volunteer/trainer/charity trustee to issue a formal apology or undertake further training as above. The warning will set out a timeline for taking this remedial action.
- The management team and/or Trustees can remove the person from their role at their discretion should they consider it to be in the best interests of The Charity to do so.