

# LEICESTERSHIRE

## FIRE and RESCUE SERVICE

### SERVICE PROCEDURE

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**HUMAN  
RESOURCES**

**BULLYING AND  
HARASSMENT  
POLICY**

## **AUDIT OF AMENDMENTS**

Date	Paragraph Changed	Brief details of alterations	Approved by
APRIL 2007		TRANSFERRED TO SHAREPOINT	
NOV 2008	6	Added: discrimination by association with a disabled person.	
JAN 2009	28	First point deleted i.e. - a decision to forward the matter..... This is replaced with: Where it is decided that the case should be subject to a disciplinary process then the investigation undertaken in relation to the complaint of bullying and harassment will have the substance of a preliminary investigation. Therefore in moving through the disciplinary process only sufficient further investigation to fill any gaps in the evidence provided from the investigation of the bullying and harassment claim or relating to the introduction of new evidence with be reasonably taken.	Jane MUNDIN
October 2010	Various	Policy reviewed to include new provisions from the Equality Act 2010	SMT
Nov 2011	43 Bullet point 2, 2 <sup>nd</sup> sentence	Where this is not appropriate for any reason (e.g personal involvement of the line manager), then the complaint must be sent directly to Human Resources.	Mark Andrew
	Bullet point 3	Amended. Employees are/should be encouraged to return the form as soon as possible.	Mark Andrew
	Bullet point 4	Amended. The completed form or letter will be registered and acknowledged in writing within 5 working days of HR receiving the form or letter. The acknowledgement letter should also be used to propose a preliminary meeting between the complainant, the relevant HR Business Partner and the nominated Investigating Officer.	Mark Andrew
	Revised bullet points 5 - 7	In all cases, the preliminary meeting should be an opportunity to establish the facts of the complaint and obtain any further supporting evidence if available.	Mark Andrew

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Continued/.. Date	Paragraph Changed	Brief details of alterations	Approved by
		<p>Where there are sufficient grounds to progress the case, an outline (action plan) of how the case will progress should be agreed with the complainant. This should include likely timescales, who will be informed and when and what support will be available to them during and after the investigation.</p> <p>Once the action plan is agreed, managers, of both the harasser and complainant (if different) will need to be informed of the nature of the complaint and any role they may have to play.</p>	Mark Andrew
	New bullet points 7 - 10	Added	Mark Andrew
	44 bullet point 7 revised	We recognise that an investigation is potentially very stressful for all parties involved and as such it is the aim of the investigating manager and the HR Business Partner to complete the investigation within 20 working days. However it sometimes the investigation interviews cannot be carried out immediately due to the existing work commitments of the interviewees. If either the investigating manager or HR Business Partner is on annual leave during this period, an alternative investigating team should be considered.	Mark Andrew
	New bullet point after bullet point 8	In certain exceptional circumstances, a friend can be a family member, for example, where other options are not available and it is in the interests of all parties to complete the investigation. The Investigating Office must ensure the arrangements for interviews are timely and in writing.	Mark Andrew
Aug 2012	Appendix C	Human Resources Advisor replaced with Human Resources Business Partner	Karen Albon
	Appendix D	Human Resources Advisor replaced with Human Resources Business Partner	Karen Albon
Sept 2013	8	Added example of LGB	Mpazi Siame
April 2014	11	Marriage – Includes Same Sex Marriage	Karen Albon
October 2014	7	“which” taken out.	Karen Albon

## LEICESTERSHIRE FIRE AND RESCUE SERVICE

### BULLYING AND HARASSMENT

- 1 Leicestershire Fire and Rescue Service is committed to ensuring that everyone within the organisation and in the community is treated fairly and with dignity and respect.
- 2 The Service aims to ensure that the work environment is free any form of unlawful discrimination and that all members of the community with whom we come into contact are treated with respect and dignity.
- 3 This policy is designed to ensure all members of staff are aware of what constitutes bullying and harassment, how to safely challenge inappropriate behaviour and how to raise complaint with out fear of victimisation.

**PLEASE NOTE, WHERE THE DOCUMENT REFERS TO HARASSMENT ONLY, THIS INCLUDES BULLYING.**

#### WHAT IS BULLYING?

- 4 Bullying may be characterised as offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means intended to undermine, humiliate, denigrate or injure the recipient.
- 5 Bullying usually involves an abuse of power, for example a manager may bully a subordinate or a group may bully an individual.

#### WHAT IS HARASSMENT?

- 6 Any unwanted conduct, relating to the protected characteristics, which has the purpose or effect of violating a persons dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment.
- 7 The impact of the behaviour on the victim should be key in deciding whether or not a complaint of harassment or bullying should be investigated, not the intention of the perpetrator.

#### FORMS OF BULLYING AND HARASSMENT

- 8 Bullying and Harassment can take many forms.

Forms of bullying and harassment may include:

- Physical contact ranging from touching to serious assault

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- Verbal and written harassment through offensive language, gossip, slander, letters etc. e.g. calling someone “queer” because they are gay/lesbian
- Intrusion by pestering, spying, following etc.
- Belittling a person in front of colleagues
- Setting unachievable deadlines or unequal workloads
- Excessive supervision
- Isolation or non co-operation.

9 The above list is not exhaustive.

10 Bullying and harassment usually occur in the workplace but work- related incidents outside the workplace will also fall within the remit of this policy and will include harassment by a third party.

### **GROUNDS FOR HARASSMENT**

11 Employees can be subjected to bullying and harassment for a number of reasons including but not limited to the “protected characteristics”

### **PROTECTED CHARACTERISTICS**

The current protected characteristics are;

- a. Age
- b. Disability
- c. Gender
- d. Gender Reassignment
- e. <sup>1</sup>Marriage and Civil Partnership
- f. Pregnancy and Maternity
- g. Race
- h. Religion or belief
- i. Sexual Orientation

### **MANAGEMENT RESPONSIBILITIES**

12 Managers are responsible for ensuring that the working environment is free from harassment. Managers and supervisors at all levels have a responsibility for the implementation of the Authority’s Policy Statement on Bullying and Harassment at Work (see Appendix A), for ensuring their employees have an awareness of it and for taking the necessary action to ensure compliance with its principles.

13 Any complaint of harassment must be dealt with seriously, swiftly and confidentially. Employees must be confident that they will be protected against victimisation for bringing a complaint of harassment.

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<sup>1</sup> Includes Same Sex Marriage – Marriage (Same Sex Couples) Act 2013

- 14 Therefore managers will be responsive and supportive to any employee who complains of harassment, provide clear advice on the procedure to be followed and sources of support available.
- 15 Managers will maintain confidentiality and take appropriate action to ensure that there are no further problems or any victimisation after a complaint has been addressed.
- 16 Failure to respond appropriately compounds the harassment and therefore action may be taken against the manager for fail to act in accordance with their responsibilities.
- 17 Harassment is not only inappropriate behaviour at work, but may also be unlawful. (See Appendix B – Harassment and the Law). In dealing with complaints of harassment, managers should be aware that failure to deal with complaints appropriately could lead to a claim being made to an Employment Tribunal or the courts under discrimination or health and safety legislation, or the employee could resign and claim constructive dismissal.
- 18 Managers should also be aware of the following Acts:
  - Criminal Justice and Public Order Act 1994 - creating a new criminal offence of intentional harassment.
  - Protection from Harassment Act 1997 – making harassment a criminal offence even where it is not intentional.

## **EMPLOYEES' RESPONSIBILITIES**

### **SCOPE**

- 19 The Authorities' Policy Statement on Bullying and Harassment at Work applies to all Leicestershire Fire and Rescue Service employees and service users.
- 20 All employees have a responsibility to help create an environment free from harassment by treating their colleagues and service users with dignity and respect.
- 21 Employees should challenge harassment, where safe to do so, by making it clear that they find any such behaviour unacceptable and by supporting colleagues who experience such treatment.
- 22 Employees who witness incidents of harassment are encouraged to report the occurrence and offer supporting evidence in any investigation.
- 23 Employees will be made aware that harassment is unacceptable and that appropriate action, which may include dismissal, will be taken against employees found to have harassed and/or victimised other employees or service users.

## **ADVICE, SUPPORT AND COUNSELLING**

24 Any employee who feels they are being harassed can seek confidential advice and support from one or more of the following sources:

- Human Resources
- Their line manager (or another senior manager within the department)
- Their trade union representative (FBU/UNISON/RFU/FOA)
- ICAS Personal Support Services – 24 hour support line –  
Telephone no: 0800 072 7 072

25 This provides an opportunity to talk through the situation and to discuss the options open to an employee to help them determine if and how to progress a complaint of harassment.

26 Alleged harassers, who may not be aware that their behaviour is causing offence until a complaint is made against them, may also wish to talk through their position, in confidence, with someone outside of the immediate situation. This can be done with any of the sources listed above.

## **BULLYING AND HARASSMENT COMPLAINTS PROCEDURE**

### **INTRODUCTION**

27 The Bullying and Harassment Complaints Procedure puts into practical effect the principles contained in the Leicestershire Fire and Rescue Services Policy Statement on Bullying and Harassment at work.

28 The procedure recognises that recipients of harassment want the harassment to stop and for appropriate action to be taken against the harasser depending on the particular circumstances.

29 The procedure aims to:

- Enable complaints to be investigated and dealt with as discreetly, effectively and sensitively as possible;
- Develop a working environment in which harassment is known to be unacceptable and where individuals feel able to raise complaints and know that management will act appropriately; and
- Provide confidential counselling, support, respect and understanding of a person's rights as an employee and as an individual.

30 The procedure contains two stages:

- A preliminary stage where the alleged harasser is made aware of their unacceptable behaviour by either the complainant themselves (if they feel able to) or their representative, or the Service (where it has been made aware of such unacceptable behaviour) and be given the opportunity to modify any such behaviour deemed to be unacceptable. Many complaints can be resolved at this informal stage. However, this will not be appropriate in all cases:
- A formal stage involving a thorough investigation of the allegations which, if substantiated, could lead to a recommendation that a disciplinary hearing be convened or which could reveal ways of satisfactorily resolving a situation without resorting to disciplinary proceedings.

31 If the decision is made to call a disciplinary hearing then the services' Disciplinary Procedure will at that stage apply.

32 Where a counter-allegation is made by the alleged harasser, for example, the alleged harasser may claim to have been provoked by the complainant, then both allegations should be dealt with as separate complaints (i.e. with separate investigations and hearings) under the Bullying and Harassment Complaints Procedure.

33 Whenever possible, employees who feel that she/he have been the subjects of harassment, should be supported in trying to resolve the problem informally if she/he wishes to do so. This can often be done effectively by the individual raising the issue directly with the person who is creating the problem, either orally or in writing.

34 If this is not possible or it is difficult or embarrassing to pursue the complaint, for example, the harasser is their direct supervisor, or for any other reason, they may seek support from their line manager, or above, Human Resources, trade union representative, Service Chaplain or other appropriate person who may make the initial approach if required.

#### **PRELIMINARY ACTION**

35 How an individual raises the subject with the alleged harasser depends on themselves and their situation. It can be done face-to-face, by letter or with support from one of the sources listed previously.

36 But in all circumstances the harasser will need to be informed that their conduct is unwelcome, offensive and/or interfering with work.

37 Counselling and any appropriate support will be available to all those affected by the investigation and may be provided by Occupational Health, line manager or Human Resources in addition to any given by a trade union.

38 The parties concerned will also have access to the ICAS Personal Support Services 24 hours Personal Support Line.



- 39 The preliminary action does not detract from the seriousness or the sensitivity of the situation; rather it allows the individual who is being harassed greater flexibility in choosing the most appropriate option they wish to follow after having sought advice from any recognised sources such as those listed at paragraph 26 above.
- 40 Where the above preliminary measures prove to be ineffective or the employee, being harassed, believes them to be inappropriate or the matter is so serious, then the employee should be supported and encouraged to take formal action.
- 41 However, it is recognised that this requires courage and determination and despite the support offered, the employee has the right not to pursue their complaint formally if they so wish. In such instances, management has the right to initiate formal action to deal with the harasser if supporting evidence is available, for example, witnesses.

## **FORMAL ACTION**

- 42 Where any employee decides to pursue a complaint formally, then their department will instigate a thorough investigation of the matter.
- 43 Registering a formal complaint
- An employee should register a formal complaint using the Bullying and harassment Complaints Form or by letter. Employees can obtain copies of the form from their line manager, Human Resources, place of work, or trade union and these should be readily and discreetly available. See appendix C.
  - The form or letter must contain details of the most recent incident(s) and the name of the alleged harasser and be returned to the complainant's manager marked 'Private and Confidential' for onward transmission to Human Resources. Where this is not appropriate, for any reason (e.g personal involvement of the line manager), then the complaint must be sent directly to Human Resources.
  - Employees are/should be encouraged to return the form as soon as possible.
  - The completed form or letter will be registered and acknowledged in writing within 5 working days of HR receiving the form or letter. The acknowledgement letter should also be used to propose a preliminary meeting between the complainant, the relevant HR Business Partner and the nominated Investigating Officer. See Appendix D.
  - In all cases, the preliminary meeting should be an opportunity to establish the facts of the complaint and obtain any further supporting evidence if available.

- Where there are sufficient grounds to progress the case, an outline (action plan) of how the case will progress should be **agreed** with the complainant. This should include likely timescales, who will be informed and when and what support will be available to them during and after the investigation.
- Once the action plan is agreed, managers of both the alleged harasser and complainant (if different) will need to be informed of the nature of the complaint and any role they may have to play.
- The line manager of the alleged harasser should be asked to inform the alleged harasser of the nature of the complaint and that a letter from Human Resources will be sent to them confirming the details of the allegations.
- Consideration will be given regarding whether the working arrangements of both the complainant and respondent need to be altered during the course of the investigation. For example, if either party is the immediate supervisor of the other employee.

It will also be important for managers to monitor the situation and provide any necessary background that may help the investigation, especially where they manage both the complainant and the alleged harasser. The relevant HR Business Partner will write to the alleged harasser inviting him/her to a meeting as part of the investigation. The letter should include details of the allegations to be investigated and name of the nominated investigating officer.

#### 44 Investigating a formal complaint

- All investigating managers should be at an appropriate level of seniority and wherever possible should be representative according to the circumstances of the complaint, e.g. a case of sexual harassment should be investigated by an officer of the appropriate gender, a racial harassment case should either be investigated by an officer from a suitable racial group or an officer with a thorough understanding and awareness of racial issues.
- All investigating managers should have received appropriate training. Investigating managers must not have had any previous dealings with the case and should be completely impartial.
- Consideration should be given as to whether investigating managers should be managers who are not part of the line management structure of the office, establishment or section in which the complainant works.
- Investigators who are also the complainant's or the alleged harasser's line manager may find difficulty in continuing to provide managerial support whilst maintaining the impartiality required when investigating the complaint.

- Directors may consider inviting investigating managers from outside of their own Department where there are no appropriate managers within the Department, or in circumstances in which they wish to do so for other reasons.
- Investigating managers must be available to conduct the investigation within the timescale below.
- We recognise that an investigation is potentially very stressful for all parties involved and as such it is the aim of the investigating manager and the HR Business Partner to complete the investigation within 20 working days. However, sometimes the investigation interviews cannot be carried out immediately due to the existing work commitments of the interviewees. If either the investigating manager or the HR Business Partner is on annual leave during this period, an alternative investigating team should be considered.
- Both parties have the right to be accompanied by a trade union representative, work colleague or friend. The complainant and the alleged harasser will be interviewed separately.
- In certain exceptional circumstances a friend can be a family member, for example where all other options have been exhausted and it is in the interests of all parties to complete the investigation quickly.

The Investigating manager must ensure the arrangements for interviews are timely and in writing.

- All parties concerned must maintain strict confidentiality throughout the investigation, including witnesses.
- The investigation will be carried out thoroughly, impartially and with due sensitivity to the nature of the complaint. A key aim of the investigation is to determine whether the conduct being complained of is capable, on an objective test, of being categorised as offensive.
- A detailed record of all interviews must be kept.
- Both parties should be kept informed simultaneously about the progress of the investigation.
- Counselling and support should be available to all those affected by the investigation and may be provided by Occupational Health, line manager or Human Resources in addition to any given by a trade union. The individual will also have access to the ICAS Personal Support Services 24 hours Personal Support Line. (See paragraph 26 above.)

#### 45 Outcome of the investigation

- The investigation will conclude with a report to the complainant's Manager (or where this would not be appropriate, to Human Resources). This will summarise the investigating manager's findings on the allegations of the complainant and recommend what further action should be taken.
  - Where it is decided that the case should be subject to the disciplinary process then the investigation undertaken in relation to the complaint of bullying and harassment will have the substance of a preliminary investigation. Therefore in moving through the disciplinary process only sufficient further investigation to fill any gaps in the evidence provided from the investigation of the bullying and harassment claim or relating to the introduction of new evidence will be reasonably undertaken.
  - A decision to convene a disciplinary hearing if the Chief Fire and Rescue Office or delegated authority is satisfied that there is objective evidence to support the allegation that harassment has taken place;
  - A decision to deal with the matter informally because it is not sufficiently serious to warrant formal disciplinary action. This could include an apology, reassurance of no repeated harassment, and guidance, training or counselling as appropriate.
  - No further action is appropriate if the complaint is not upheld. This may be due to lack of evidence but in the rare event of a complaint being shown to be untrue, ill judged or even malicious, then the matter may be subject to investigation.

#### **APPEAL PROCESS**

- 46 The complainant will have the right to appeal if no harassment has been found and no formal disciplinary investigation instigated.
- 47 The appeal should be made in writing to Area Manager or Director and outline the grounds for the appeal. The appeal should be made in writing to Area Manager or Director outlining the grounds for the appeal.
- 48 The appeal should be made within 7 days of the complainant being informed of the outcome of the investigation and should be heard within 10 days of receipt of the appeal, unless otherwise agreed by both parties.
- 49 The purpose of the appeal will be to consider:
- Whether the correct process and procedure has been applied;
  - Whether any new evidence has come to light which would have materially affected the outcome; and

- Whether there is any way in which the decision could be found to be inherently unfair.

50 The outcome of the appeal can:

- Instruct a new bullying and harassment investigation to take place,
- Uphold the decision of the original investigation,
- Invoke a disciplinary investigation,
- Decide to deal with the matter informally.

## **DISCIPLINARY PROCEEDINGS**

### **DISCIPLINARY HEARING**

51 All disciplinary hearings concerning complaints of bullying and harassment will be convened under the organisation's Disciplinary Procedure. Please refer to Service Procedure – Disciplinary Procedure & Procedure Guidance.

## **HARASSMENT OF EMPLOYEES BY SERVICE USERS**

### **HARASSMENT BY A THIRD PARTY**

52 Leicestershire Fire and Rescue Service acknowledges that its employees may be subjected to incidents of harassment perpetrated by service users or people from outside the service.

53 The Service has a legal responsibility to protect all its employees from the harmful effects of harassment by third parties, either a service user or people from outside the service, and will take all reasonably practicable steps to prevent any harassment of a member of staff by a third party.

54 Harassment by a third party occurs where, on at least two occasions, an employee has been subjected to any unwanted conduct, relating to the protected characteristics, which has the purpose or effect of violating a person's dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment.

55 Leicestershire Fire and Rescue Service does not regard harassment by a third party to be an acceptable "part of an employee's duties" and the service will not expect employees to tolerate such unacceptable behaviour.

56 The organisation will provide support for any employee who is a victim of harassment by a third party during the course of carrying out their duties.

57 Any complaint of harassment made by an employee against a third party will be investigated and appropriate action taken, including legal action where there is sufficient evidence.

58 The following guidelines must be observed by all supervisors and managers of employees who have been subjected to harassment by a third party in the course of carrying out their duties:

- Any employee who has been subjected to harassment must be dealt with sympathetically and supportively by senior staff, and must be offered suitable counselling.
- Managers should consider appropriate action against perpetrators, including legal action. If the case involves the provision of a statutory service, then other measures, including substitution of staff, should be considered.
- Managers should not automatically respond by removing the employee from the area of work, where the harassment occurred.
- This course of action may, in certain situations, undermine the employee and give the harasser the impression that his or her actions are acceptable.
- Managers should only consider substituting an employee where the employee has requested to be removed from providing a service to a particular third party, if the harassment has occurred and reported to the service. Not every case can be covered by such advice and employees and managers must use their discretion appropriate to the circumstances.
- The Authority's disciplinary procedures should not be invoked against employees with protected characteristics who refuse to deal with individual service users because of harassment.

## **TRAINING, MONITORING AND PUBLICITY**

### **TRAINING**

59 Training on the Bullying and Harassment Policy at work (including the complaints procedure) is essential in creating a working environment where harassment is not accepted or condoned.

60 The Leicestershire Fire and Rescue Service is committed to providing a comprehensive ongoing training programme for all employees who will have a particular role in the procedure, for example, line managers, investigating managers, Disciplinary Panel members and Trade Union officials.

### **MONITORING**

61 Monitoring of complaints of harassment, arising both formally and informally, is important to provide information such as: what type of complaints are arising; how many complaints are resolved satisfactorily; any problem areas which need addressing and any additional training which may be required.

62 Human resources will keep a confidential record of all formal complaints of harassment, including all case notes, and their outcomes, which will be separated from the Personal Record Files.

63 All those involved in supporting/advising an employee at the informal stage, Human Resources, Trade Union or line managers will keep an anonymous record of the case (with the complainant's agreement) and forward it to Human Resources where necessary.

64 Human Resources will periodically collate all the above information to monitor and review the overall operation of the Bullying and harassment Complaints Procedure.

### **PUBLICITY**

65 Information on the Bullying and harassment policy must be readily available to all employees to ensure that:

- Employees understand the organisation's commitment to eliminate harassment at work and the reasons for this commitment.
- Employees are aware of what support and advice is available.
- Employees know how to make complaints and be confident that these will be handled effectively.
- To achieve this, posters will be displayed prominently in all the Authority's establishments and leaflets will be available to employees giving an outline of harassment issues, contact persons and where to obtain this procedure document.

**APPENDIX A  
POLICY STATEMENT ON BULLYING AND HARASSMENT AT WORK**

The Leicestershire Fire and Rescue Service is committed to promoting an environment where employees can work without fear of being intimidated, harassed or bullied.

It is opposed to any conduct, which causes distress and undermines the value of dignity of employees.

The Leicestershire Fire and Rescue Service will address and endeavour to eliminate bullying and harassment at work by:-

- a) Promoting a positive work environment where everyone treats each other with respect.
- b) Ensuring allegations of bullying and harassment are fully investigated.
- c) Use of the disciplinary procedure.
- d) Providing access to confidential support and counselling services.

It is in everyone's interest to create and maintain a harassment-free working environment. A failure to do so may give rise to a number of legal repercussions including possible claims of unlawful discrimination under the Equality Act 2010. Intentional harassment is a criminal offence under the Criminal Justice Order Act 1994; however, harassment does not have to be intentional under the Protection from Harassment Act 1997.

**LEICESTERSHIRE FIRE AND RESCUE SERVICE**

**WILL NOT TOLERATE BULLYING AND HARASSMENT**



**APPENDIX B**  
**LEGISLATION RELATING TO BULLYING AND HARASSMENT**

**1. Equality Act 2010**

**2. Protection from Harassment Act 1997**

This Act makes harassment both a criminal offence and the subject of civil proceedings. The principal aim of the Act was predominately to deal with stalking but has implications for employers and employee behaviour in the workplace. It also covers any type of harassment including harassment in the workplace.

Again there is no specific definition of harassment, but the Act contains the following note: 'Reference to harassing a person include alarming the person or causing the person distress'. The Act focuses on the effect of the conduct on the victim, whether or not the perpetrator intended to cause harassment.

The Act states: 'a person must not pursue a course of conduct –

- a) which amount to harassment of another, and
- b) which she/he knows, or ought to know, amounts to harassment of the other. ....the person whose course of conduct is in question ought to know that it amounts to harassment of another if a reasonable person in possession of the same information would think the course of conduct amounted to harassment of the other.

A 'course of conduct' must involve conduct on at least two occasions.

'Conduct' includes speech.

**APPENDIX C  
HARASSMENT COMPLAINTS FORM**

For Office Use

Date Rec'd .....

Date Ack'd ..... **HARASSMENT COMPLAINTS FORM**

Upon receipt of this completed form, your department will register your complaint and begin the investigatory process. Try to include the most significant facts on this form but fuller information will be obtained from you at a later stage.

You may seek assistance in completing this form from your Trade Union, Occupational Health representative, Human Resources Business Partner or a colleague.

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1 Surname: ..... Forename: ..... Service No. ....  
Home or Work Address (as appropriate for communication purposes)  
.....  
.....  
Home Telephone No: ..... Work Telephone No: .....

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2 Job Title / Post .....  
Place of Work / Station / Watch / Department .....  
Line Manager (Name and Job Title) .....

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3 Give details below of the incident(s) causing you to make a formal complaint. Describe what took place, giving details, times, names of persons involved and their job titles.

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4 Please give the name, job title and work telephone number of any witnesses to any part of what took place.

Name: ..... Name: .....

Job Title: ..... Job Title: .....

Telephone No: ..... Telephone No: .....

If necessary, any other witnesses may be detailed on a separate sheet.

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5 Give details of any action that you, or others, have already taken, e.g informal approach to perpetrator, registering complaint with an Employment Tribunal.

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6 Signature ..... Date: .....

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Please send the completed form to your Head of Department in an envelope marked 'Private and Confidential'.

You will receive an acknowledgement within 5 working days of receipt of this form.

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**APPENDIX D  
ACKNOWLEDGEMENT OF FORMAL HARASSMENT  
COMPLAINT**

(Suggested letter to complainant from department)

Dear

I acknowledge receipt of your formal complaint of harassment, received in this office on ..... In accordance with the Harassment Complaints Procedure, an investigation into the allegations will now be carried out, which will require you and any witnesses you may have being interviewed.

The investigation will be led by ....., who will contact you within the next few days to outline the format of the investigation and to arrange a convenient time and place to meet you.

In the meantime, you may be feeling anxious about the situation and would find it helpful to discuss it confidentially with someone who is not involved with the investigation. If you have not already done so, you can contact any of the following for support.

- Your trade union representative
- Occupational Heal
- ICAS Personnel Support Service 0800 0727072
- Your line manager
- Human Resources Business Partner

Any of the above will also help to put you in contact with other sources of support specific to your complaint if necessary.

During the investigation process you have the right to be accompanied by your trade union representative, work colleague or friend. The investigation will be carried out as quickly as possible.

If you have any immediate concerns regarding the investigation, please do not hesitate to contact me.

Yours sincerely