



# **Bill Quay Primary School**

## **Dignity at work Policy**

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## The Policy

### **1. Aim**

- 1.1. Bill Quay Primary School recognises the right of all workers to be treated with dignity and respect and expects a high standard of behaviour and conduct from workers at all times.
- 1.2. This policy provides a fair and effective approach to be applied in all instances where allegations of unacceptable behaviour are made.

### **2. Definition**

#### 2.1. Dignity at Work

Dignity is about behaviour (the way we treat individuals at work) and about valuing and respecting each other. Not valuing and respecting individuals at work not only affects the welfare of workers but also impacts the effectiveness of the School. It can lead to stress, increased absence, and a decrease in confidence, motivation, and work performance.

#### 2.2. Unacceptable Behaviour

Any form of conduct or behaviour which could be perceived to be the cause of someone's distress or discomfort. Unacceptable behaviour can be face to face, take place indirectly through other people or by indirect means, such as social media, telephone calls, text messages, and may occur on a single occasion or be repeated.

#### 2.3. Bullying

Any behaviour by a person directed against an individual or individuals, which is intimidating, offensive or malicious and which undermines the confidence and self-esteem of the individual.

#### 2.4. Harassment

Any unwanted conduct affecting the dignity of workers in the workplace. It may be related to age, sex, race, disability, religion or belief, sexual orientation, gender reassignment, nationality, or any personal characteristic of the individual or their association and may be persistent or an isolated incident. The key is that the actions or comments are viewed by the complainant as demeaning and unacceptable.

#### 2.5. Complainant

A worker who perceives that they are subject to unacceptable behaviour.

#### 2.6. Respondent

A worker whose behaviour is perceived to be unacceptable.

### **3. Scope**

- 3.1. The policy applies to everyone working for the school including those employed by the Governing Body, volunteers (except the Governing Body), trainees or supply staff (for the purpose of this policy and procedure they are referred to as workers). It applies whether colleagues are working on school premises, at other locations and work-related social events.
- 3.2. In this school, the Governing Body acts as an agent of Gateshead Council in undertaking the functions of the employer.

### **4. Responsibilities**

- 4.1. The Governing Body will:

- promote high standards of professional conduct at the School;
- not tolerate unacceptable behaviour from its workers
- ensure no worker suffers detriment for raising a complaint in good faith, or for assisting a colleague to do so
- take all complaints seriously and ensure they are handled sensitively and discreetly
- delegate authority to the relevant Committee to administer this policy and procedure on its behalf
- abide by all relevant legislation and will not discriminate on grounds of any protected characteristic as defined by the Equality Act 2010
- assign a member of the Governing Body to monitor and champion this policy and procedure
- have overall responsibility for the implementation of this policy and will ensure the policy and procedure is applied consistently and fairly.

- 4.2. The relevant Committee will:

- establish a panel of Governors (minimum 3 to be quorate) to determine the complaint outcome and feedback the decisions and resolutions
- only allow those Governors who are not employed to work in the School to be part of the panel
- exercise its responsibilities within the constraints of the policy and procedure
- treat information about any worker's complaint as confidential and only divulge information when operationally necessary
- take account of any advice from Human Resources with regards to applying the procedure and employment law
- ensure all complaint outcome meetings are noted;

- monitor the implementation of the resolutions, or delegate the monitoring to the Head Teacher
- report decisions taken at complaint outcome meetings to the next meeting of the full Governing Body.

4.3. The Head Teacher will:

- treat all workers professionally and with dignity and respect
- communicate and demonstrate, through effective leadership, the expected standards of behaviour
- promote a supportive and productive working environment
- assist all workers to perform effectively and to the best of their ability, including providing relevant training
- deal with workers whose conduct or capability is in question fairly, consistently, professionally, and sensitively and in line with relevant policies and procedures
- ensure all employees are made aware of and receive a copy of this policy and procedure
- take prompt action to investigate and respond to any informal or formal complaint of unacceptable behaviour which is brought to their attention
- not undertake any covert recording at any meeting held during the procedure. However, if a reasonable adjustment is required and all parties agree, recording may take place
- treat any complaint seriously and not regard the complainant as a nuisance or inconvenience
- take action if they witness unacceptable behaviour by approaching the worker on an informal basis and explaining why the behaviour is unacceptable and the potential consequences if the behaviour continues.

4.4. The workers will:

- treat all colleagues professionally and with dignity and respect and be aware of how their behaviour can be interpreted by others
- make sure that they know and understand the types of behaviour and actions that can be regarded as unacceptable
- stop any unacceptable behaviour they exhibit if they are aware that it causes or could cause offence
- be aware that behaviour or actions that are regarded as unacceptable, following investigation, may result in disciplinary action which may result in their dismissal
- not make a deliberately false or malicious claim of unacceptable behaviour against another worker as this may result in disciplinary action

- inform the Head Teacher / Line Manager/relevant member of the Governing Body if they have a complaint so it can be resolved at the earliest possible opportunity
- be aware that their manager's role is to motivate and encourage them and that although managers may need to make decisions which they may not like, this may not constitute unacceptable behaviour
- be familiar with the school's Social Media Policy when posting messages and material that could be open to wider publication
- attend meetings to discuss their complaint and any complaint made against them when required
- be aware that the school may need to conclude the process even when a complaint is withdrawn, or a formal complaint is not pursued
- arrange for their chosen trade union representative or work colleague to attend any appropriate meetings if they wish to be accompanied
- not undertake any covert recording at any meeting held during the procedure. However, if a reasonable adjustment is required and all parties agree, recording may take place.

## **5. Record Keeping**

- 5.1. Formal complaints will be held on the respondent's file along with a record of any decision made and any records of meetings held, or other documents compiled during the process.
- 5.2. Records will be treated as confidential and will be kept no longer than necessary in accordance with the General Data Protection Regulations (GDPR) and the Data Protection Act 2018.

## **6. Review**

- 6.1. This Dignity at Work Policy and Procedure was agreed by the Governing Body of Bill Quay Primary School November 2022.
- 6.2. It is a non-contractual policy and does not form part of an employee's contract of employment.
- 6.3. The School may amend it at any time, subject to consultation with all workers and recognised trade unions.

## **The Procedure**

### **1. Introduction**

- 1.1. The School accepts individuals have their own perception of what may constitute unacceptable behaviour, and that what may be inoffensive to one person may cause upset and distress to another.
- 1.2. The School has adopted a policy of zero-tolerance to unacceptable behaviour, and therefore the School expects to be notified of any such behaviour that occurs in order to eliminate it from the workplace.

### **2. Statement of Confidentiality**

- 2.1. The School recognises that unacceptable behaviour in the workplace involves sensitive issues and therefore must be treated with confidentiality. Information will, therefore, only be divulged on a strict 'need to know' basis.
- 2.2. The School will make every effort to ensure that all those involved in the investigation and resolution of cases, including complainants, respondents and witnesses, respect the necessity for a professional approach at all times.
- 2.3. If unacceptable behaviour which could seriously affect a worker's wellbeing or have similar implications for other workers or the School is brought to the attention of management or a trade union representative, such issues may have to be disclosed to Human Resources even though it is against the wishes of the worker.

### **3. Members of the Governing Body**

- 3.1. In the case of unacceptable behaviour by members of the Governing Body, a worker should report the behaviour to their Head Teacher or the relevant Service Director. The Head Teacher or Service Director will approach the Governor on behalf of the worker to discuss the behaviour. If the matter is not resolved and the behaviour continues, the relevant Strategic Director for Schools will be informed of the behaviour and will deal with the matter through the appropriate channels.

### **4. Informal Procedure**

- 4.1. There are three courses of action the complainant can consider which may address the unacceptable behaviour at the informal stage:
  - the complainant can approach the respondent directly. However, this may be too difficult for some workers

- the complainant can approach their Line Manager to discuss the unacceptable behaviour they are experiencing. If the respondent is the complainant's Line Manager, they can approach the Head Teacher or Chair of Governors
  - the complainant can contact their trade union representative, and the trade union representative can advise on the procedure and support the individual throughout the process.
- 4.2. The informal procedure is designed to stop unacceptable behaviour and to help all workers to work together in a professional and dignified manner. Workers may not be aware that their actions cause offence to others and, once it is pointed out to them informally, it may resolve the situation.
- 4.3. Dealing with complaints informally empowers workers to achieve positive change through a speedy and sustainable resolution. Therefore, all necessary steps should be taken to resolve a complaint informally, minimising the need to reach the formal procedure.
- 4.4. Whichever course of action is taken, it should be tactfully but firmly explained to the respondent:
- exactly what behaviour is being complained of and when it occurred
  - that the behaviour is unacceptable to the complainant
  - how the behaviour makes the complainant feel
  - that the complainant wants the behaviour to stop.
- 4.5. It can be helpful to aid these discussions for the complainant to keep a log of all incidents, their dates, times and locations, and the name of any witnesses.
- 4.6. The respondent can contact their trade union representative, and the trade union representative can advise on the procedure and support the individual throughout the process. The respondent is expected to:
- listen carefully to the complaint and to the concerns the complainant has
  - respect the complainant's point of view.
- 4.7. It should then be agreed what behaviour is acceptable and how they should treat each other with the aim to build working relationships built on trust, honesty, and mutual respect.
- 4.8. Where a manager has dealt with the informal complaint, they should keep a log of the complaint, the agreed outcomes and any subsequent action plan.
- 4.9. The manager will maintain contact with the complainant and respondent to make sure that the situation has been resolved. If the unacceptable

behaviour continues, the complainant may wish to use the formal procedure.

- 4.10. The School will offer appropriate and timely support to both parties. This can be through providing counselling, additional one to one meetings and/or assigning a key contact for either workers. Workers are also encouraged to seek support from their trade union or representative.

## **5. Mediation**

- 5.1. Mediation is a voluntary and confidential dispute resolution process and can be a tool used at any stage of this procedure. The aim of mediation is to restore and maintain the working relationship wherever possible and will focus on going forward, rather than determining who was right or wrong in the past. Both parties must agree to engage with the mediation process and if either or both parties refuse, this will be noted, and other alternative resolutions will be explored.
- 5.2. Human Resources should be contacted for more information when mediation is being considered.

## **6. Victimisation**

- 6.1. Victimisation may occur after a complaint of unacceptable behaviour has been made. It may appear in the form of the complainant finding the situation has become worse since complaining, or any worker involved in the complaint becoming isolated by colleagues or their manager, or subject to other forms of retaliation by colleagues or their manager.
- 6.2. Any worker who perceives they are being victimised should inform their Line Manager or seek support from their trade union.
- 6.3. In all cases, a complainant must not be victimised for submitting a complaint. Victimisation arising from a case of unacceptable behaviour is misconduct and will be dealt with under the School's Disciplinary Policy and Procedure.

## **7. Formal Procedure**

- 7.1. It is recognised that a formal investigation can cause upset to both the complainant, the respondent, and other colleagues alongside being disruptive and invasive to the School. Before making a formal complaint, the complainant is encouraged to address the matter informally. However, this will depend on the views of the complainant, the seriousness of the situation and any previous resolutions offered.

- 7.2. The complainant can move to the formal procedure and they should complete the form at Appendix 1 or submit their complaint in writing. They should include:
- a description of the nature of the behaviour by the respondent, including any relevant facts, dates and names of colleagues involved
  - how the unacceptable behaviour has made them feel
  - what attempts have been made to resolve the unacceptable behaviour informally (if appropriate)
  - the resolution they would like.
- 7.3. The complaint can only be considered if received in writing. Workers may wish to seek support from their trade union representative or a work colleague before submitting their complaint.
- 7.4. Where the Head Teacher is not the subject of the complaint, the written complaint must be forwarded to the Head Teacher. The Head Teacher will acknowledge receipt of the complaint within 5 working days of receiving it and commence the investigation stage as detailed below.
- 7.5. Where the Head Teacher is the subject of the complaint, the written complaint must be forwarded to the Chair or Vice Chair of the Governing Body. The Chair or Vice Chair will acknowledge receipt of the complaint within 5 working days of receiving it and commence the investigation stage as detailed below.
- 7.6. On receipt of the written complaint, the Head Teacher or Chair/Vice Chair will consider whether use of the informal procedure has already been attempted and/or would be more appropriate (as above). The decision will be agreed with the complainant in all cases.
- 7.7. In the event of a serious complaint, the Head Teacher or Chair/Vice Chair will consider whether to temporarily move the complainant or respondent to prevent further contact between the individuals concerned and enable a full investigation to take place. There may be circumstances where the Head Teacher or Chair/Vice Chair may need to consider suspending the respondent. Any suspension determination will be taken in line with the School's Disciplinary Policy and Procedure, and advice should be sought from Human Resources.
- 7.8. Prior to the investigation commencing, the Head Teacher or Chair/Vice Chair will meet with the respondent to advise them that a formal complaint of unacceptable behaviour has been made against them. They will be informed of who has complained, the nature of the alleged unacceptable behaviour and the next steps to be taken. This will be confirmed in writing to the respondent within 3 working days of the meeting.

- 7.9. The parties may on occasions, and by mutual agreement, modify the timescales referred to in this procedure.

## **8. Investigation**

- 8.1. Where appropriate, the Head Teacher will act as Investigating Officer to conduct an impartial and thorough investigation into the complaint. It may be necessary to appoint an independent Investigating Officer, depending on the nature of the complaint. The Investigating Officer must be different to the person who ultimately decides on what resolution, if any, is to be offered.
- 8.2. When the Head Teacher is the subject of the complaint, then the Chair of the relevant Committee, a suitable alternative Governor to the Chair, or an independent person will act as Investigating Officer.
- 8.3. The Investigating Officer will take advice from Human Resources and invite the complainant to attend a meeting to discuss their complaint within 10 working days of the written acknowledgement. The complainant has the right to be accompanied by their trade union representative or work colleague at all meetings in relation to their complaint.
- 8.4. It is the complainant's responsibility to arrange the attendance of their chosen trade union representative or work colleague. If the scheduled meeting date is not suitable for the complainant or the trade union representative or work colleague, they must offer an alternative date which is within 5 working days of the original date.
- 8.5. During the meeting the complainant will be invited to restate and expand upon their complaint, confirm what attempts have been made to resolve the complaint informally and state how they would like their complaint to be resolved. The meeting will be noted, and the complainant will have the opportunity to review these notes and either agree them as a true record or append any comment to them. The complainant will be allowed 5 working days from receipt of the notes to respond to the Investigating Officer.
- 8.6. The Investigating Officer will then carry out a thorough investigation to obtain all the relevant facts and will not make any assumptions. This will usually involve taking a comprehensive record of any meetings that occur and obtaining relevant documentary evidence. It is important to be impartial when looking for evidence. All corroboration, or contradiction, will be noted within the findings.
- 8.7. As part of the investigation, the Investigating Officer will meet with the respondent to conduct an investigatory meeting. Prior to the meeting and giving them 5 working days' notice, they will be informed in writing of:

- the reason for the meeting and a summary of the complaint against them and a copy of this procedure
  - the person undertaking the investigation
  - their requirement to attend on the specified date and time
  - that they can be accompanied by a trade union representative or work colleague and are encouraged to do so.
- 8.8. It is the respondent's responsibility to arrange the attendance of their chosen trade union representative or work colleague. If the scheduled meeting date is not suitable for the complainant or the trade union representative or work colleague, they must offer an alternative date which is within 5 working days of the original date.
- 8.9. The purpose of the meeting is to give them more detail regarding the complaint, an opportunity to respond to the complaint, and provide any other information to enable the Investigating Officer to conduct a balanced and informed investigation.
- 8.10. At the meeting, the respondent will be advised that the outcome of the investigation may lead to a disciplinary meeting being held in line with the School's Disciplinary Policy and Procedure.
- 8.11. The meeting will be noted, and the respondent will have the opportunity to review these notes and either agree them as a true record or append any comment to them. The respondent will be allowed 5 working days from receipt of the notes to respond to the Investigating Officer.
- 8.12. If the respondent does not attend an interview, reasonable efforts will be made to rearrange or obtain responses in writing. However, if despite rearrangements the respondent continues to not attend or they fail to provide written evidence, the Investigating Officer will write their report based on the information gathered to date.
- 8.13. Where it is appropriate, witnesses may be interviewed as part of the investigation. Any witness interviewed will be made aware that their responses may be included within the investigation report, including its appendices. The witness will be informed of their right to have a trade union representative or work colleague present, and in taking a comprehensive record of the meeting the following should be recorded:
- date, time and place of each or any observation or incident
  - the opportunity and ability of the witness to observe clearly and with accuracy
  - the circumstantial evidence, such as the reason for the presence of the witness and why certain small details are memorable

- the witness' relationship with the worker and if there has been any reason given that may give cause to believe they have fabricated or exaggerated their evidence
  - confirmation of the sharing of notes.
- 8.14. The meeting will be noted, and the Investigating Officer will ensure that any witness involved receives a record of their meeting. They will have the opportunity to review these notes and either agree them as a true record or append any comment to them. The witness will be allowed 5 working days from receipt of the notes to respond to the investigating officer. After reviewing the record(s), further investigation may be necessary to help to corroborate the information given.
- 8.15. The school recognises that a witness may wish to remain anonymous. However, it may not be possible to keep the witness' identity confidential and they may need to come forward, as a witness, at an appropriate time. If it becomes necessary to reveal the witness' identity, the Investigating Officer will discuss this with the witness and their nominated representative. At this point the witness will have the option to continue or not.
- 8.16. The school encourages witnesses to put their names forward. Statements made anonymously are less powerful, but they may be considered at the discretion of the school. In exercising this discretion, the factors to be considered would include:
- the seriousness of the issues raised
  - the credibility of the concern
  - the likelihood of confirming the findings from other named sources.
- 8.17. If, following investigation, it is proven that a worker has made malicious or vexatious allegations, disciplinary action may be taken. Similarly, if another worker e.g. agency worker, external secondee or volunteer etc. makes malicious or vexatious allegations, the school will consider discontinuing with their services.
- 8.18. The investigation will be undertaken without unreasonable delay and both the complainant and respondent will be informed when they might reasonably expect the investigation to be completed. The workers should be informed of the progress of the investigation if the original timescale cannot be met.

## **9. Outcome Meeting**

- 9.1. The Investigating Officer will provide the relevant Committee with a report outlining the findings of the investigation, drawing conclusions in relation to each allegation made wherever possible. The Committee, with Human Resources advice (if necessary), will meet to determine the outcome of the

complaint. The Investigating Officer may be invited to take part in this meeting to discuss the findings and address any issues or questions that may arise from their report.

9.2. The Committee may dismiss the complaint or may uphold the complaint, in full or in part, and will determine potential resolutions and whether any formal action is necessary. Possible outcomes or resolutions may be that:

- no further action is taken
- the matter is referred to a disciplinary meeting and the case is heard in line with the School's Disciplinary Policy and Procedure
- the situation may benefit from some other form of intervention such as conflict resolution, training, conciliation, mediation and/or counselling
- standards for future conduct are set, which could involve management advice and/or training for example
- the complaint is found to be false or malicious, in which case disciplinary action may be taken against the complainant.

9.3. The Committee will arrange an outcome meeting with the complainant to inform them of its determination and to discuss how any resolution offered will be implemented. This meeting will occur within 10 working days of the report being considered.

9.4. When the complainant is invited to attend this meeting with 5 working days notice, they will be provided with a summary report. The complainant has the right to be accompanied by a trade union representative or work colleague.

9.5. It is the complainant's responsibility to arrange the attendance of their chosen trade union representative or work colleague. If this date is not suitable for the worker or the trade union representative or work colleague, they must offer an alternative date which is within 5 working days of the original date.

9.6. Following the outcome meeting, or if an alternative date is not offered within 5 working days of the original date, the Chair of the Committee will inform the worker, in writing, of the determination and their right of appeal.

9.7. The Committee will also meet with the respondent to feedback the outcome of the complaint and any subsequent actions following the outcome. The respondent will be provided with a summary report at this meeting. The respondent can be accompanied at this meeting by their trade union representative or work colleague.

## Disciplinary Action

- 9.8. If a disciplinary meeting is required, this will be in line with the School's Disciplinary Policy and Procedure.
- 9.9. Where formal action is taken, it may be determined that the relationship between the parties is so severely damaged that it will be necessary to rebuild relationships so the parties can continue to work together professionally. In such cases, mediation or alternative conflict resolution strategies may be appropriate.

## **10. Implementation of Complaint Outcome**

- 10.1. If the complaint is upheld or partially upheld and resolutions are recommended, it is the responsibility of the Head Teacher to implement these recommendations, monitor their success and update the workers. If the complaint is against the Head Teacher, it is the responsibility of the Chair of Governors to undertake implementation, monitoring and updating of the worker.

## **11. Right of Appeal**

- 11.1. The complainant has the right of appeal to the Appeals Committee of the Governing Body regarding the outcome of their complaint and any resolution offered, and the appeals process as detailed in the School's Appeals Procedure must be followed.
- 11.2. The respondent does not have the right to appeal under this policy and procedure. If the matter is referred to a disciplinary meeting, the respondent would have the right to appeal under the School's Disciplinary Policy and Procedure.

## **12. Complaint not concluded at the time of employment ending**

- 12.1. Where a complaint has been raised by a worker under the formal stages of the process, but these stages have not been concluded by the time their employment with the School ends, their complaint will be dealt with in accordance with this Policy and Procedure.

## **13. Unacceptable behaviour by a third party other than a worker**

- 13.1. There are occasions when a worker may be subject to unacceptable behaviour by people other than workers of the School. These incidents may be discriminatory in nature, isolated, or persistent and may occur during or outside of school hours. The School recognises it has a duty of care to its workers to try to prevent such instances and take proportionate steps to eliminate/minimise such unacceptable behaviour.

13.2. Where these incidents are directed at the worker personally rather than because of their job role, they should be brought to the attention of the Head Teacher/Chair of the Governing Body to be dealt with on a case-by-case basis. Appendix 2 details the procedure for recording these complaints and any actions taken to reduce further occurrences.

## **Appendix 1**

**Complaint Form**

**Details**

<b>Surname:</b>		<b>First Name:</b>	
<b>School:</b>			
<b>Job Title:</b>			

**Please give details regarding your complaint including names, relevant dates, the nature of the unacceptable behaviour and how it made you feel. Please attach any supporting documentation.**

**Please provide the full details of any witnesses.**

**Please detail what attempts have been made to resolve the complaint informally (if appropriate).**

**Please detail the resolution you expect to your complaint.**

**Signature:**

**Date:**

**Print Name:**

## Appendix 2

### **Unacceptable Behaviour by a Third Party Other than a Worker**

#### **1 Introduction**

- 1.1 The School recognises that, from time-to-time, workers may experience unacceptable behaviour from third parties, for example, from service users, pupils within the school or members of the public. These incidents may be discriminatory in nature, isolated or persistent, and may occur during or outside of the school day.
- 1.2 The School recognises that it has a duty of care to all its workers to try to prevent such instances and is committed to taking reasonable proportionate steps to eliminate/minimise any unacceptable behaviour by third parties. This procedure is intended to deal primarily with incidents of unacceptable behaviour, which is directed at the worker personally, rather than because of the role they carry out.
- 1.3 The following procedure sets out the steps to be taken where a worker believes they are being bullied and/or harassed by a third party. Each case will be dealt with on an individual basis, having regard to the nature of the incidents reported, the type of the service being provided, and any statutory duties owed to the third party concerned.

#### **2 Completing the Form**

- 2.1 Wherever possible, the worker should complete the form below and submit it to the Head Teacher/Line Manager. The purpose of the form is to:
  - ensure that the worker gets a response to their complaint
  - monitor incidents of unacceptable behaviour and identify areas where workers may be more vulnerable to abuse.
- 2.2 The worker should supply the Head Teacher/Line Manager with all the information relating to the incident(s), including details of any other worker(s) who have been witness to it.

#### **3 Investigation**

- 3.1 The Head Teacher/Line Manager will meet with the worker to enable them to fully understand the complaint and for the worker to provide any additional information if necessary.
- 3.2 If the complaint is against a pupil or a parent/carer of a pupil at the School, the Head Teacher/Line Manager will request them to attend a meeting to discuss the comments made and attempt to resolve the issues.
- 3.3 If the complaint is against a contract/agency worker, the Head Teacher/Line Manager will forward the concerns to the contract/agency worker's employer to

allow them to investigate their worker's conduct. It is expected that the third-party employer will feedback to the Head Teacher/Line Manager and agree a resolution to the issues raised.

## **4 Action Plan**

4.1 Where it is established that the worker has been subject to unacceptable behaviour, the Head Teacher/Line Manager must contact Human Resources to discuss the case and to determine an action plan. The action plan will be discussed with the worker concerned. The list below is not exhaustive, but action plan may include one or more of the following:

- the third party is informed by the School that their behaviour is not acceptable, with the reasons why it must stop
- where applicable, the third party may not be allowed on school site. This would generally only be the case where the third party has ignored prior advice but may not be possible where there is a statutory duty to allow the third party on site
- mediation between the worker and third party
- advice from Health and Safety, or any other source of knowledge or expertise relevant to the case
- the Council's Community Safety Team will be informed to ensure appropriate action is taken in line with the Hate Incidents Plan for Gateshead
- the incidents are reported to the Police
- the offer of counselling services, if appropriate.

## **5 Review**

5.1 The action plan should include an agreed date for review. The review may conclude that the unacceptable behaviour has ceased or that it has not, in which case consideration should be given to repeating any of the steps set out at section 4 above.

## **6 Further Steps**

6.1 Human Resources should be contacted if:

- a worker has raised the issue of third party bullying and harassment with the Head Teacher/Line Manager but believes that the complaint has not been fully investigated and the unacceptable behaviour continues
- despite all reasonable steps being taken to address the matter, the unacceptable behaviour/unwanted conduct continues.

## Unacceptable Behaviour by a Third Party

### Details

<b>Surname:</b>		<b>First Name:</b>	
<b>School:</b>			
<b>Job Title:</b>			

**Please give details regarding your complaint including names, dates, and the nature of the unacceptable behaviour. Please attach any supporting documentation.**

**Please provide full details of any witnesses.**

**Please detail what attempts have been made to resolve the complaint informally.**

**Please detail the resolution you expect to your complaint.**

**Signature:**

**Date:**

**Print Name:**