

**GREENFIELD BULLYING & HARASMENT**  
**BULLYING AND HARASSMENT POLICY**

## **INTRODUCTION**

.Greenfield Medical Centre has a zero tolerance approach to bullying and harassment and will ensure that management and employees at every level understand this. All allegations of harassment and bullying will be taken seriously and dealt with promptly and confidentially.

Bullying can be defined as;

*Offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate or injure the recipient*

Harassment as defined in the Equality Act 2010 is;

*Unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual.*

It is generally considered that behaviour considered as bullying by one person could be seen as 'firm management' by another. However, it can range from single isolated incidents to extreme forms of intimidating behaviour. Examples of bullying or harassing behaviour include:

- Spreading malicious rumours
- Unfair treatment
- Picking on someone
- Regularly undermining a competent worker
- Denying someone's training or promotion opportunities
- Unwanted physical contact
- Unwanted remarks about a person's age, dress, appearance, marital status, race or religion
- Offensive language, gossip, slander
- Isolation or exclusion from activities
- Failure to safeguard confidential information
- Persistent unwarranted criticism
- Setting impossible deadlines
- Personal insults
- Shouting or bawling
- Coercion for sexual favours
- Pressure to participate in political / religious groups

Bullying and harassment can happen:

- face-to-face
- by letter
- by email
- by phone
- text messaging
- social media

## GREENFIELD MEDICAL CENTRE

The Practice:

- Wishes to ensure the workplace will be free from threats, bullying and harassment
- Wishes to ensure that all employees are treated with dignity and respect
- Will not tolerate any bullying or harassment in or outside the workplace
- Will not tolerate 'cyber' bullying or harassment (that is bullying or harassment via electronic means such as email, text messaging, social networking websites)
- Will take disciplinary action against offenders
- Will ensure that all employees have the opportunity to discuss confidentially and sympathetically any concerns about bullying and harassment
- Will not tolerate any bullying or harassment of any patients and their family members, or other visitors and contractors, and any such bullying or harassment will be considered a disciplinary offence
- Will regard the making of false or malicious complaints of bullying and harassment as a disciplinary offence
- Will nominate and provide training for confidant(s) to whom employees may turn in the event of bullying or harassment

The policy applies to all employees and Partners, and also applies to other people who work at the practice e.g. self-employed staff, temporary staff and contractors.

Actions taken by staff members in their relationships or interactions with others must not make the receiving party uncomfortable in respect of those areas considered discriminatory or sensitive in law or good practice, specifically in relation to age, race, gender, religion or disability.

Staff should be aware that the Equality Act 2010 specifically introduces the concept of "Protected Characteristics" and protects discrimination, bullying or harassment based on these aspects, which are:

- Age
- Disability or perceived disability
- Gender, or gender reassignment, non- binary people
- Marriage or civil partnership
- Pregnancy or maternity
- Race
- Religion or Belief
- Sex
- Sexual Orientation or perceptions of this

### **Employers' Responsibilities**

Employers are responsible for preventing bullying and harassment as they are liable for any harassment suffered by their employees in the organisation.

As part of their responsibilities, they will;

- Demonstrate high standards of behaviour (and act as role models for such standards), supporting a culture in the practice of dignity and respect towards each other.
- Promote an environment where bullying and harassment is not tolerated in the workplace

- Treating complaints seriously, dealing with them promptly and in a confidential manner, providing support to both victim and alleged perpetrators during the process
- Tackling and resolving incidents of bullying and harassment
- Mediating to resolve complaints informally where possible or appropriate.

## **Employees' Responsibilities**

All Practice staff are expected to have personal responsibility for their own behaviour, and to report any incidents of bullying and/or harassment they are aware of. Employees are responsible for ensuring they are fully aware of their requirements under this policy, and to conduct themselves in a manner that neither condones nor encourages bullying or harassment;

- Take responsibility for their own behaviour and conduct
- To comply with the Bullying and Harassment Policy
- Not to make personal comments
- Not to accept behaviour that may be offensive when directed to staff or others, and to ensure such behaviour is challenged and/or reported
- Supportive of colleagues who may be subject to bullying and/or harassment

## **PROCEDURE**

If you suffer bullying or harassment, you should:

- If possible ask the aggressor to stop
- If this is unsuccessful you should bring the matter to the attention of the practice manager. If the practice manager is the aggressor you should speak with either of the practice clinical partners.
- The confidant will investigate the matter promptly, thoroughly and confidentially and seek an informal resolution
- If an informal resolution is not achieved, or if you are not satisfied with the informal resolution, you should progress the matter via the Practice's Grievance Procedure<sup>[\*]</sup>, starting at the formal procedure Stage 1.

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