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reducing crime

Dignity at work

Raising concerns and
seeking help



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Nacro

Dignity at work policy statement

Nacro recognises that bullying, discrimination and harassment are barriers to achieving our commitment to equality. We believe that harassment, in any form, of employees is unacceptable and are working towards building an organisational culture that prevents such treatment.

In line with Nacro's Equality and Diversity Policy the aim of this policy is to ensure that our moral and legal responsibilities are met by providing a suitable working environment for all members of staff.

This policy covers any form of behaviour or abuse affecting the dignity of people at work that is of a physical, verbal and non-verbal nature which is unwarranted, unsolicited and personally offensive to the recipient, irrespective of the intentions. Such behaviour may be an isolated incident or persistent.

Staff who feel that they are being harassed may feel isolated and need support. Support is available from managers if appropriate, staff networks, Human Resources or through our external counselling service.

All concerns will be treated confidentially and investigated impartially to ensure that the rights and reputations of the complainant and the person accused are not unjustly affected. Where appropriate, disciplinary action will be taken against an employee who is found to have committed an act of harassment, discrimination or bullying.

Equality Statement

- ***Nacro is committed to promoting equality and diversity in all its activities***

We are proud of the action we take to eliminate discrimination and prejudice and ensure inclusion and engagement for all the people who work for us and with us. We will continue to strive towards a culture that is diverse and which recognises and develops the potential of all staff and service users.

- ***This means promoting equality and diversity for black and minority ethnic people, men and women, people of all ages, people with disabilities, people of every sexual orientation, refugees and asylum seekers, people of all religious faiths and beliefs, people with diverse communication needs and ex-offenders.***

This policy is applicable to all trustees and volunteers. All reference to staff and employees also includes trustees and volunteers throughout the document.

This policy should be read in combination with the Code of Conduct and Equality and Diversity Policy.

The term harassment is used throughout this document and refers to harassment, bullying and discrimination.

1 Introduction

Nacro's commitment to eliminating discrimination and disadvantage is clearly set out in the Equality and Diversity Policy. Dignity at work goes hand in hand with equality and diversity. Nacro fully supports the right of all members of staff to work in an environment free from any form of bullying, discrimination or harassment which may constitute unacceptable behaviour on a personal or group level. To this end Nacro fully promotes dignity, respect and equality in the workplace regardless of a member of staff's race, ethnic origin, nationality, colour, sex, sexual orientation, religious or political convictions, their willingness to challenge unacceptable behaviour leading to victimisation, membership or non-membership of a trade union, disability (this would include real or suspected infection with AIDS/HIV or hepatitis), status as an ex-offender or age (or youth). This list is not exhaustive.

Anyone who is perceived as different, who is a minority or who lacks organisational power is potentially vulnerable. Health, physical characteristics, personal beliefs and numerous other factors may lead to bullying, harassment or discrimination and this can occur between people of the same sex or of the opposite sex.

Whatever form harassment takes, it will be unwanted behaviour which is unwelcome by the recipient. Although harassment may involve an overt abuse of power, coercion or violence, it can also appear in more subtle guises. Less extreme forms of harassment (which can sometimes be unintentional), can still have an adverse impact on the recipient. The defence that there was no malicious intent does not negate the effects of harassment. The key is that actions and/or comments of one person can have a detrimental effect on an individual or group. This often causes anxiety, loss of concentration and can lead to absenteeism. It can also have a damaging effect on the working environment, creating tension in the workplace leading to poor quality work, low morale, high staff turnover and other associated problems.

If anyone is in doubt as to whether such behaviour is acceptable to the recipient they should desist from using it.

2 Purpose

These guidelines aim to address behaviour which leads to bullying, discrimination or harassment and work towards eliminating such behaviour from Nacro leading to an environment free from hostility. This will enable all members of staff to contribute more effectively to Nacro's objectives. These guidelines have been introduced in consultation with the union and staff networks and are designed to ensure that all members of staff are fully aware that they have a responsibility in the workplace not to behave in a manner that could be considered as offensive to others by:

- Stressing that all members of staff should be treated fairly
- Giving examples of the various forms of harassment and examples of those behaviours which will not be tolerated
- Giving practical guidance to all members of staff on how to deal with harassment
- Allowing all members of staff to feel confident enough to bring forward complaints without fear of ridicule or reprisal
- Informing members of staff what could happen to them if they do not adhere to these standards
- Setting out what a staff member who is a victim can expect from their colleagues and the organisation.

Nacro also recognises that in some cases complaints of harassment, bullying or discrimination are unfounded. These guidelines seek to ensure that accused persons are fairly treated by the procedure and that there is no presumption of guilt before an investigation has taken place.

3 Definitions

Bullying takes many forms and can take the form of physical menace or violence, stress and/or anguish caused by attitudes, innuendo, derogatory comments (whether uttered in the hearing of others or not), ridicule, undermining status or authority whether by direct or indirect means, by physical or mental process and even by electronic means (eg by email or equivalent).

Direct discrimination is where a person is treated less favourably because of sex, pregnancy, marital status, race, colour, nationality, ethnic or national origins, gender reassignment, religion or belief, sexual orientation, disability or age*.

Indirect discrimination occurs when a condition, criterion or practice is applied which cannot be justified and adversely affects a disproportionate number of people because of their sex, marital status, race, ethnic or national origins, religion or belief, sexual orientation or age*.

Harassment can take many forms and be physical, verbal or non-verbal unwanted behaviour which violates the recipients' dignity or creates an intimidating, hostile, degrading, humiliating or offensive atmosphere. The following list describes *some* of the forms that it may take:

- Physical contact, ranging from touching to physical assault

- Verbal and written harassment through verbal abuse, offensive jokes, offensive language, gossip and slander, racist/sexist/homophobic/sectarian songs and letters
- Visual displays of offensive posters, graffiti, obscene songs and letters
- Isolation or non-co-operation at work, exclusion from social activities
- Coercion, for example pressure for sexual favours and pressure to participate or not to participate in political or religious groups
- Intrusion by pestering, spying and following
- Damage to property
- Withholding information or services
- Extreme forms of harassment, such as sexual or racial assault, which constitute offences under Criminal Law

Victimisation occurs where an individual is treated less favourably than others in the same circumstances because he/she has brought a complaint of bullying, discrimination or harassment or has provided information about such a complaint or allegation.

* Age legislation does permit 'different treatment' in certain circumstances

4 The legal framework

This section describes the legal context which bullying, discrimination and harassment come under.

Sex, race, disability, sexual orientation, religion or belief and age

Harassment or discrimination on the grounds of an employee's sex, race, disability, sexual orientation, religion or belief or age may give rise to a claim under the *Sex Discrimination Act 1975 and 1986*, the *Race Relations Act 1976 and 2000*, the *Disability Discrimination Act 1995* or the *Employment Regulations 2003 (Sexual Orientation or Religion or Belief)*. Any staff member victimised for making a complaint or providing information relating to such a complaint may also be entitled to make a claim under the same legislation.

However, fairness must be shown to the person accused of harassment or discrimination and guilt must not be assumed until a full and fair investigation has taken place. Even if the investigation shows that the complaint is justified, a failure to follow proper procedure in investigating the matter and disciplining the offender may result in an unfair dismissal claim.

These guidelines should ensure that complaints of bullying, discrimination and harassment are dealt with properly and fairly.

Other forms of harassment

If a member of staff is harassed at work for any other reason they may be entitled to resign and complain that they have been constructively dismissed.

Additionally Nacro is under a civil duty to protect employees' health and safety and welfare at work. This duty arises by virtue of an implied term in the employment contract. It also exists as a common law duty of care under the law of tort and as a statutory duty under the *Health and Safety at Work Act 1974*.

It should also be noted that serious bullying may give rise to criminal liability on the part of the perpetrator. In some cases the offender may commit a criminal assault, and criminal liability may also arise under the *Public Order Act 1986*. A member of staff may also commit a criminal offence under the *Protection from Harassment Act 1997* in cases of harassment where the victim suffers alarm or distress.

5 Responsibilities

Employees

- Harassment, discrimination and/or bullying is not acceptable under any circumstances within Nacro. Every employee, trustee and volunteer has a responsibility to ensure that she/he does not incite, perpetrate or condone any form of harassment, discrimination and/or bullying within the place of work or work related social functions.
- Staff who witness any such incidents should report them to their manager, who will treat the information in confidence. Any such action, which cannot be resolved on an informal basis, or which is serious, or which continues following a request to stop, will be subject to formal investigation.
- In addition, the harasser can be held personally liable if the person who has been harassed undertakes legal proceedings via an employment tribunal or other channel. In some cases the harasser may have committed a criminal act and be liable for prosecution.
- All employees should remain professional and maintain confidentiality about any investigation of incidents.

Managers

All managers and others in charge of groups of staff are responsible for ensuring that harassment, discrimination or bullying does not occur in the work place or at work related social functions. Managers must ensure that:

- They fully understand Nacro's Dignity at Work Policy and are able to offer advice on the procedure when required to do so.
- They advise and inform their team to increase awareness and understanding of the policy.
- Their work environment is free of visual harassment, discrimination or bullying eg: pinups, graffiti and posters.
- They are alert to physical or verbal harassment in their work area and deal with it immediately, whether or not it is brought formally to their attention. If they directly observe an employee perpetrating serious harassment amounting to gross misconduct, they may suspend the employee pending formal disciplinary action.
- They maintain at all times complete confidentiality relating to all aspects of cases of harassment and do not mention or discuss the case unnecessarily with any person not involved in its investigation.
- Any employee, regardless of grade or position, found to be responsible for inciting, perpetrating or condoning harassment may face disciplinary action, which may lead to dismissal.

6 Action against bullying, discrimination and harassment

Where to go for help

If you believe that you are a victim of harassment, discrimination or bullying, there are people both within and outside Nacro who can help. In line with normal procedures you can speak to your line manager or a higher level of management or Human Resources. In addition if you are a union member you may contact your representative should you so wish. You can also contact the staff networks, their email details are as follows:

- **One Voice:** onevoice@nacro.org.uk
- **Pride in Nacro:** pride@nacro.org.uk
- **DEAL:** deal@nacro.org.uk

In addition Nacro has organised an external counselling service through CCP, telephone number 0870 7805901.

A list of external organisations that may be useful are provided in Appendix 2, page 21.

Dealing with harassment, discrimination or bullying

There are two routes you can follow if you feel that you are a victim of harassment, discrimination or bullying:

- 1 Informal procedure
- 2 Formal procedure

Keeping a record of incidents

If you believe that you are being harassed, discriminated against or bullied keep a written record of the alleged incidents at the time. The record should, where possible, include the date and time of the incident/s, details of what was said or done, and names of any witnesses who were present. This record may be needed as evidence should bullying, discrimination or harassment become persistent or an isolated incident subsequently reoccurs. It must be kept securely.

Keeping you informed during investigations

Human Resources will provide a named contact within the HR Directorate to the person making the complaint and will contact them on a regular basis as appropriate. The person making the

complaint may contact this person at any point during the investigation.

Support for the accused

The line manager of the person accused will provide support. We recognise that it can be particularly distressing to be wrongly accused of harassment, discrimination or bullying. If the person's line manager is involved, Human Resources will help the accused to find an alternative source of support.

6.1 Informal procedure

If you feel that you have been harassed in a way that breaches this Policy you may wish to, if you feel comfortable enough, raise this with the person you believe is harassing you. You do not have to do this, and you should only do it if you feel sufficiently confident to do so. Many problems of harassment can be solved in the early stages. This will be particularly true if the individual is unaware that their behaviour is causing offence.

The following notes provide some guidance on how to make an informal approach:

- Plan what you want to say. Choose a suitable time and place when you can talk without interruption or being overheard. (This does not mean waiting until everyone has gone home.)
- Be specific about their behaviour. Have an example(s) ready to support what you are saying.
- Say how you felt, how it affected you. Were you hurt, embarrassed, humiliated, angry?
- You do not have to justify why you were offended or why you want things to change.
- Do not discuss or debate their behaviour with them.

The above could be undertaken alone or with a colleague, line manager, Human Resources representative, staff network representative or union representative if you are a member, who could provide support. If appropriate an external mediator could be used. Human Resources should be contacted for guidance and referral.

6 Action against bullying, discrimination and harassment continued

Alternatively these steps could be carried out in a written format.

If the harassment continues, or you feel unable for whatever reason to confront the harasser, then you will need to speak to your line manager. Your line manager can then speak to the individual/s concerned about their alleged unacceptable behaviour stating that if they persist, formal disciplinary action may be taken.

If you find it difficult to speak to your line manager, or if he/she is the harasser, you should raise it with a more senior manager within your division or with Human Resources.

If the informal approach fails to resolve the problem and harassment continues, or if it is of a serious nature from the outset, then the formal procedure should be followed.

6.2 Formal procedure

The formal procedure is adopted when:

- the informal procedure has been exhausted but the harassment continues
- and/or the harassment is of such a serious nature that it would not be appropriate to follow the informal stage
- and/or you do not wish to pursue the informal stage

The responsibility of pursuing the complaint to the formal stage rests with you and not the person to whom you may have turned to for help.

You should initially raise the case formally through your line manager. If this is not appropriate or you feel unable to do this, you should raise it with a more senior manager or Human Resources. At this stage of the formal procedure all cases, if they have not already done so, will be referred to the Human Resources contact for your directorate.

An investigation will be carried out (in accordance with a timetable which will be discussed with you)

to gather all the relevant information on which to decide how to resolve the issue. Every effort will be made to deal with cases expediently and both parties will be kept informed of any delays. The investigation will be thorough, impartial and objective. All complaints will be dealt with as promptly as possible and under normal circumstances you will be contacted within five working days of requesting a formal investigation. All other witnesses will be interviewed as soon as possible after this. The investigation will be conducted by a panel of at least two people. At least one will be a senior manager and at least one will be a staff member who has been trained to investigate such complaints. The Senior Manager will take the lead for making arrangements. During the investigation, which will be managed in confidence, your rights and the rights of the person accused will be protected.

Initially, you will be interviewed by the panel to establish full details of what has happened. They will review the information that you provide including any written records that you have taken, in respect of names, dates, places, nature of the events and any witnesses that were present. You will be entitled to have a colleague, union representative or staff network representative present for support.

In addition to the above, the person accused and any witnesses present to the events will be interviewed by the panel. The person accused will be given a summary of the complaint in good time before he or she is interviewed with sufficient detail to enable him or her to prepare their case properly, and they will be given an opportunity to respond. All members of staff who are interviewed will be entitled to have a colleague or union representative or staff network representative present while being interviewed.

During the investigation it may be necessary for you or the accused person to be moved out of the department. In more serious cases it may be necessary to suspend the person accused, pending further investigation, in line with normal disciplinary procedures.

6 Action against bullying, discrimination and harassment continued

6.3 Timescales

Once the panel has been appointed, it must contact the complainant immediately and arrange to see them in no later than 15 working days, or at the earliest possible date to conduct an initial interview. The timescale for the investigation should be discussed with the complainant. Normally a written response should be sent to the complainant within 10 working days of the initial meeting. Where it is likely to be impractical to complete a response within that time, this should be explained to the complainant and another date for a response should be set instead. Where, exceptionally, it subsequently proves impossible to conclude the investigation by the stated date, both parties should be notified of this and given a new date for a response.

6.4 Outcome of the investigation

Once the investigation is complete and all the information has been reviewed, it will be decided whether there are reasonable grounds to uphold the complaint.

6.5 If the complaint is upheld

If the complaint is upheld, then appropriate action(s) will be taken to ensure that the harassment stops and relevant steps are taken to prevent it reoccurring in the future. Action may include mediation if this is appropriate to the circumstances.

Disciplinary action *may* be taken against the person(s) accused in accordance with the procedure for dealing with misconduct. The person(s) accused will be given at least five working days notice of any disciplinary hearing.

6.6 If the complaint is not upheld

If it is found that the case is unjustified, this means the person(s) about whom the complaint is made does not have a case to answer. The individual bringing the allegation will be advised of the situation, and an explanation will be given of the reasoning behind the decision. (See also section 5 responsibilities, page 8).

6.7 If you witness an incident

If you witness an incident it must be reported to your manager.

6.8 Withdrawn complaints

If you withdraw your complaint during the course of the investigation process the investigating panel will decide whether or not they will continue to look into your case.

7 Appeals

If you (the complainant) are unhappy with the outcome of the Dignity at Work process, you have a right to appeal the decision made. Your appeal must be put in writing stating the reasons you feel that the decision was incorrect or how you feel the process was flawed. Your appeal must be sent to the relevant Senior HR advisor no later than 10 working days after you have been informed of the decision. Your appeal will be forwarded to the next level of management or another appropriate Director, who will review the notes and process. The decision of the Director at the appeal stage of the process will be final. You will be informed of the decision in writing within 10 working days of the appeal being heard. Should the person accused wish to appeal against the initial decision they can ask for a review of the decision by someone at the next level of management or another appropriate Director.

8 Further questions

Nacro is fully committed to equality and diversity and the right to respect each individual in the workplace. Therefore, if having read through this document, you have any remaining questions or concerns about Nacro's Dignity at Work Policy and approach please contact your line manager in the first instance or a Senior HR Advisor.

Appendix 1 Definitions and examples of unacceptable behaviour

Within each of the definitions it must be noted that the lists of unacceptable behaviours are by no means exhaustive:

Racial harassment

The *Stephen Lawrence Inquiry Report* has raised public consciousness by drawing attention to the experiences of minority ethnic people of discrimination and harassment. In particular it has shown that discrimination and harassment on the grounds of color, religion, race and national origins is often falsely justified, leading to racist attitudes and practices. Nacro acknowledges and accepts the definition of institutional racism as expressed in the *Stephen Lawrence Inquiry Report*:

'Institutional racism consists of the collective failure of an organisation to provide an appropriate and professional service to people because of their colour, culture or ethnic origin.'

It can be seen or detected in processes, attitudes and behaviour which amount to discrimination through unwitting prejudice, ignorance, thoughtlessness, and racist stereotyping which disadvantages minority ethnic people.'

Nacro's Race Equality Policy states the following:

The definition of a racist incident should be: *'Any incident, which is perceived to be racist by the victim or any other person.'*

A large proportion of racial harassment is experienced by Black and minority ethnic people. The following are examples of the forms that racial harassment can take:

Physical harassment	<ul style="list-style-type: none"> ■ Assault ■ Pushing or jostling
Verbal harassment	<ul style="list-style-type: none"> ■ Racist jokes and comments ■ Racist nicknames ■ Verbal threats ■ Being spoken to in a dismissive way
Non verbal harassment	<ul style="list-style-type: none"> ■ Racist graffiti ■ Threatening behaviour ■ Offensive publications or letters ■ Offensive gestures ■ Being treated in a dismissive way ■ Being isolated

Sexual orientation harassment

This is any type of behaviour which a person may find offensive because of their sexual orientation.

The following are examples of the forms of sexual orientation harassment that can take place.

<p>Physical harassment</p>	<ul style="list-style-type: none"> ■ Assault ■ Pushing or jostling
<p>Verbal harassment</p>	<ul style="list-style-type: none"> ■ Asking about a person’s sexual orientation ■ Jokes stereotyping people because of their sexual orientation ■ Nicknames relating to a person’s sexual orientation ■ Verbal threats
<p>Non verbal harassment</p>	<ul style="list-style-type: none"> ■ Graffiti relating to a person’s sexual orientation ■ Threatening behaviour ■ Offensive publications or letters ■ Offensive gestures ■ Being isolated

Sexual harassment

This is unwanted contact of a sexual nature, or other conduct based on sex affecting the dignity of men and women at work.

The following are examples of the forms that sexual harassment can take:

<p>Physical harassment</p>	<ul style="list-style-type: none"> ■ Deliberate physical contact, such as touching, groping or fondling
<p>Verbal harassment</p>	<ul style="list-style-type: none"> ■ Suggestive, explicit or offensive language ■ Unwanted propositions ■ Questions of a sexual nature
<p>Non verbal harassment</p>	<ul style="list-style-type: none"> ■ Staring or leering ■ Offensive publications, letters, inappropriate use of modern technology eg offensive email messages, faxes or inappropriate screen savers ■ Display of pornographic or suggestive literature ■ Sexual gestures

Disability harassment

This is any type of behaviour which a person with a disability may find offensive.

The following are examples of the forms disability harassment can take:

<p>Physical harassment</p>	<ul style="list-style-type: none"> ■ Moving a persons mobility or other aids without the persons consent ■ Practical jokes
<p>Verbal harassment</p>	<ul style="list-style-type: none"> ■ Nicknames and derogatory remarks ■ Asking personal questions about the disability that the person may find intrusive ■ Jokes or inappropriate comments made around the disability ■ Patronising comments ■ Mimicking a speech impairment
<p>Non verbal harassment</p>	<ul style="list-style-type: none"> ■ Staring at or ignoring the person ■ Isolating the person from work activities or social events ■ Making fun or mimicking the disability

Religious harassment

This is any type of behaviour which a person with religious beliefs may find offensive. Nacro recognises that people may also be harassed because they do not have religious beliefs.

The following are examples that harassment might take:

<p>Physical harassment</p>	<ul style="list-style-type: none"> ■ Grabbing/touching clothing or artefacts of religious significance ■ Pushing or jostling
<p>Verbal harassment</p>	<ul style="list-style-type: none"> ■ Religious jokes ■ Asking personal questions about religious practice which a person finds intrusive
<p>Non verbal harassment</p>	<ul style="list-style-type: none"> ■ Isolating or ignoring a person from work activities or social events

Harassment/Bullying

Managerial functions should be carried out in a professional way which do not undermine the dignity of employees. However it is sometimes important to distinguish harassment or bullying from a legitimate firm management style and what constitutes an unacceptable abuse of power. In order to carry out their role it is necessary for managers to:

- Issue instructions to employees
- Set work related targets and objectives for employees and monitor their achievement

- Set standards of workplace performance and behaviour for their employees and monitor compliance
- Address poor performance or unacceptable behaviour on the part of employees, using the disciplinary procedure where appropriate

Harassment or bullying can often take place when a person misuses their power or position over someone else, this can be any type of power ranging from physical strength to collective power. The following are examples of unacceptable behaviours which may constitute harassment or bullying:

Physical harassment	<ul style="list-style-type: none"> ■ Pushing or hitting ■ Grabbing or shaking
Verbal harassment	<ul style="list-style-type: none"> ■ Shouting or swearing ■ Maliciously gossiping ■ Constantly reminding a member of a staff how they have failed in the past ■ Making threatening telephone calls to a person at work ■ Regularly or unnecessarily telephoning a person at their home ■ Publicly reprimanding or humiliating a person ■ Inappropriate use of language in emails and other forms of language
Non verbal harassment	<ul style="list-style-type: none"> ■ Setting a person impossible targets or objectives ■ Invading a person's privacy ■ Unreadable or unfair allocation of duties ■ Excluding or omitting a person

Victimisation

Victimisation is often linked to a harassment situation, where a victim has approached the person accused and told them to stop, or has taken the case into formal proceedings and is subsequently treated less favourably. It can also happen to those who have provided information about harassment, discrimination or bullying situations.

There are wide ranging forms of victimisation including making life difficult for a person, general unpleasantness and blocking promotion opportunities.

Third party harassment

Members of staff should not suffer harassment from a third party eg service users or contractors. If such a case occurs staff should inform their line manager who will take appropriate action to ensure that the harassment does not continue. Such incidents should be reported using the 'External Complaints Procedure'.

Other forms of harassment

Other forms of harassment include unwelcome, offensive or threatening behaviour including bullying linked to age, personal and physical characteristics, membership or non-membership of a trade union. The behaviour can include making fun of a person's age, or the way a person looks or speaks.

Appendix 2 List of contacts and sources of support

National organisations

■ **ACAS (Advisory, Conciliation and Arbitration Service)**

ACAS National

Brandon House
180 Borough High Street
London SE1 1LW
Tel 020 7210 3613

ACAS Wales

3 Purbeck House
Lambourne Crescent
Llanishen
Cardiff CF14 5GJ
Tel 029 2076 2636

ACAS Helpline: 08457 47 47 47

(08456 06 16 00 for Minicom users)

The ACAS helpline is available to answer your employment questions in one confidential phone call. Except in cases where a caller has a disability or difficulty in speaking English, ACAS advisers are not able to see visitors in person. For all other enquiries where you wish to speak with a member of staff in person you will need to make an appointment prior to visiting the office.

www.acas.org.uk

■ **Age Positive (DWP)**

Age Positive Team
Department for Work and Pensions
Room N10
Moorfoot
Sheffield S1 4PQ

agepositive@dwpgsi.gov.uk
0113 232 4444

England

agepositive@geronimocommunications.com

Wales

melissa.adams@geronimocommunications.com

■ **Chartered Institute of Personnel and Development**

151 The Broadway
London SW19 1JQ
Tel 020 8612 6200
Fax 020 8612 6201

www.cipd.co.uk/default.cipd

■ **Commission for Racial Equality (CRE)**

St Dunstan's House
201-211 Borough High Street
London SE1 1GZ
Tel 020 7939 0000
Fax 020 7939 0001
info@cre.gov.uk

www.cre.gov.uk

CRE in Wales

Commission for Racial Equality
(Wales)
3rd Floor
Capital Tower
Greyfriars Road
Cardiff CF10 3AG
Tel 02920 729 200
Fax 02920 729 220
InformationWales@cre.gov.uk

■ **Disability Rights Commission (DRC)**

The DRC Helpline is the first point of contact for all enquiries. You can speak to an operator at any time between 8am and 8pm, Monday to Friday.

DRC Helpline
FREEPOST MID02164
Stratford upon Avon CV37 9BR
Tel 08457 622 633
Fax 08457 778 878
Textphone 08457 622 644

www.drc.gov.uk

Appendix 2 List of contacts and sources of support continued

■ Employment Appeal Tribunal

Audit House
58 Victoria Embankment
London EC4Y 0DS

Tel 020 7273 1041
Fax 020 7273 1045
londoneat@tribunals.gsi.gov.uk
www.employmentappeals.gov.uk

■ Employment Tribunals Service

The Employment Tribunals have a public enquiry line to answer your queries, provide information about tribunal publications and explain how the tribunal system works. It cannot give you legal advice, such as advising you on your claim or response.

Tel +44 (0)845 795 9775
Minicom +44 (0)845 757 3722

Customer Services team
Employment Tribunals Service
3rd Floor Alexandra House
14-22 The Parsonage
Manchester M3 2JA
Tel +44 (0)161 833 6314
Fax +44 (0)161 833 6310
customer.services@ets.gsi.gov.uk
www.employmenttribunals.gov.uk

■ Equal Opportunities Commission (EOC)

The EOC helpline operates Monday to Friday from 9am to 5pm 0845 601 5901

If you need advice in a language other than English EOC can talk to you through an interpreter from Language Line. When you phone, tell them what language you speak. The EOC will arrange for an interpreter and call you back within a few minutes

If you require a textphone service, this is available through Typetalk.

You can ring the EOC via the Typetalk service on 18001 0845 601 5901

You can write to the Helpline at their offices in England, Scotland and Wales

You can send your enquiry by post, fax or e-mail

Great Britain

Arndale House
Arndale Centre
Manchester M4 3EQ
Tel 0845 601 5901
Fax 0161 838 8312
info@eoc.org.uk

Wales

Windsor House
Windsor Lane
Cardiff CF10 3GE
Tel 0845 601 5901
Fax 029 2064 1079
wales@eoc.org.uk
www.eoc.org.uk

■ National Association of Citizens Advice Bureaux (NACAB)

Citizens Advice
Myddelton House,
115-123 Pentonville Road,
London N1 9LZ
Tel 020 7833 2181 (admin only no advice available on this number)
Fax 020 7833 4371 (admin only)

www.citizensadvice.org.uk for details of local offices.

www.adviceguide.org.uk provides independent advice on your rights. Information is available in English, Welsh, Bengali, Gujarati, Punjabi, Urdu and Chinese.

■ **Stonewall**

Equality and justice for lesbians, gay men and bisexuals

Tower Building
York Road
London SE1 7NX
Tel 020 7593 1850
Fax 020 7593 1877
Minicom 020 7633 0759
info@stonewall.org.uk

www.stonewall.org.uk

Stonewall Cymru

c/o EOC
Windsor House
Windsor Lane
Cardiff CF10 3GE
Tel 029 2023 7744
Fax 029 2064 1079
alison.parken@stonewall.org.uk

or

The Greenhouse
1 Trevelyan Terrace
High Street
Bangor LL57 1AX
Tel 01248 370 082
jenny.porter@stonewall.org.uk

■ **The Andrea Adams Trust**

The only UK charity dedicated to tackling workplace bullying

Hova House
1 Hova Villas
Hove
East Sussex BN3 3DH
Tel 01273 704 900
Fax 01273 704 901
mail@andreaadamstrust.org

www.andreaadamstrust.org

■ **Trades Union Congress**

Congress House
Great Russell Street
London WC1B 3LS
Tel 020 7636 4030
Fax 020 7636 0632

www.tuc.org.uk

Local organisations

■ **Leeds Racial Harassment Project**

Tel (0113) 293 5100
Fax (0113) 293 5102
Minicom (0113) 293 5101
info@lrhp.org.uk

■ **Birmingham Partnership Against Racial Harassment**

This is a partnership of agencies working together to counter racial harassment

Camp Lane Training Centre
Raleigh Industrial Estate
Handsworth
Birmingham B21 8JA
Tel 0121 507 1444

■ **Birmingham Racial Attacks Monitoring Unit (BRAMU)**

This agency monitors racial attacks throughout Birmingham

339 Dudley Road
Winson Green
Birmingham B18 4HB
Tel 0121 454 9500

■ **Support Against Racist Incidents (S.A.R.I.) Bristol**

P.O. Box 2454
Bristol BS2 2WX
Tel (0117) 942 0060
Fax (0117) 942 0038
sari@dsl.pipex.com

www.sariweb.org.uk

Appendix 3 Flowchart – dealing with harassment, discrimination and bullying

