

Action Against Harassment Procedure

- **Purpose:** To eliminate harassment against Service Users , *imagine* employees & volunteers from whatever source
- **Scope-** All *imagine* employees, volunteers and Service Users
- **Responsibility :** All *imagine* staff and management
- **Supporting Documentation:**
QMS Policy 22/08 Action Against Harassment Policy
- **Procedure:**
 - The Human Resources Manager must be informed of all incidents of harassment involving *imagine* staff or volunteers
 - The Quality Manager must be informed of all incidents of harassment involving Service Users

When you are being harassed by an *imagine* employee or volunteer

What you should do

1. You should make it clear to the person concerned that their behaviour is unwelcome and offensive and the individual should be asked to stop. You may want to ask a friend, advocate, colleague or trade union representative to be present when you do this.
2. If the harassment doesn't stop the problem should be discussed, in confidence with the team Leader/Line Manager who manages your service That person should be asked to intervene, in an attempt to stop the harassment. The harasser can be told that no further action will take place if the matter is resolved at this stage.
3. If, despite these actions, the harassment continues, a note should be kept of the time and nature of each incident. You should tell the person concerned, if you feel able to, that a formal complaint may be made. You may want to ask a friend, advocate, colleague or trade union representative to be present when you do this
4. If the matter cannot be resolved informally or the harassment is of such a serious nature that it cannot be dealt with in an informal way, you should make a formal complaint to the team leader /line manager of the service. The matter will then be dealt with in accordance with *imagines* disciplinary procedure. The manager will decide, following consultation with you and if

appropriate the trade union representative, which stage of the procedure will be activated.

5. You will be told at the earliest opportunity if you will be expected to give evidence at any hearing. You will be able to receive support by an appropriate individual, of your choice, throughout the whole process.

When you are being harassed by another service user

What you should do

1. If you feel that you are being harassed by another service user you need to talk about this with a staff member. Together you can talk about what action can be taken to make it plain to the other service user that you find their behaviour unacceptable or offensive or frightening and that you want it to stop.
2. The incidents and date of harassment will be written into your support plan and your key worker will have to discuss these with the Team Leader/ Service Manager.
3. You will be supported in speaking to the other service user about your concerns. This can be by rehearsing with your key worker what you want to say or by the key worker being with you when you speak to the other service user
4. If after your conversation with the other service user the harassment continues this will be noted and the Team Leader/Manager can decide on further action to be taken:
 - Harassment as a general issue could be discussed within the service user group re how as a group they would want this managed.
 - Both of you could agree to work together with support to resolve the harassment issues as part of a joint support plan.
 - The individual may be in breach of their tenancy agreement which could put their accommodation at risk

➤ Monitoring

Monitoring will be by Human Resources and the Quality Dept.

End of Procedure