

Dignity at Work and Study Policy and Procedure

Introduction

The School is committed to developing a working environment free from discrimination, bullying, harassment or victimisation, where all staff and students are treated equally, and with dignity, respect and courtesy. Discrimination, bullying, harassment and victimisation are contrary to the [Equality Act 2010](#), and to the values of the School as set out in its [Equality, Diversity and Inclusion Policy](#).

To this end, the School has a Dignity At Work and Study Policy and Procedure. The Policy sets out the School's expectation that staff, students, partners, contractors and visitors behave with dignity, courtesy and respect to others in the School community. The Procedure outlines different ways in which concerns or allegations about unacceptable behaviour can be dealt with.

Development of this Policy

This Policy has been developed in line with sector best practice and in consultation with LIS staff. When we have students enrolled in our programme, we will consult them on this policy so that we can evolve it in line with their feedback.

Policy Statement

The School is committed to ensuring equality, diversity and inclusion in all of its activities. It aims to foster a working and studying culture that is free from discrimination, where every individual is treated with dignity, courtesy and respect. The School will therefore not tolerate discrimination, bullying, harassment or victimization within its community.

The failure of School staff or students to behave with dignity, courtesy and respect towards others can cause serious harm to individuals, inhibit the proper functioning of the School, and damage the School's reputation. Any allegation of discrimination, bullying, harassment or victimisation will be treated seriously in all cases, no matter how senior those involved may be. Any staff member or student of the School found to have behaved unacceptably may have disciplinary procedures raised against them, which could result in their dismissal or expulsion from the School. Similarly, the School will not tolerate incidents of discrimination, bullying, harassment or victimisation against staff or students by third parties, including partners, contractors or visitors.

Fair criticism of staff or student performance or conduct will not be considered to be bullying or harassment, provided that those involved are treated with dignity, courtesy and respect.

The Dignity at Work and Study Procedure outlines different ways in which concerns or allegations about unacceptable behaviour can be dealt with. These include speaking directly to the individual concerned, either alone or with another colleague; asking a line manager

or other senior staff member to facilitate an informal meeting; mediation; or making a formal complaint.

Definitions

Unacceptable behaviour is any behaviour that is unwelcome and unwanted and undermines an individual's dignity at work or study. This includes behaviour that creates an intimidating environment, or that creates offense either directly, indirectly, intentionally or unintentionally. It includes, but is not limited to, discriminatory behaviour, bullying, harassment, and victimization.

Discriminatory behaviour is any behaviour that occurs on the basis of perceived group membership, affiliation or association. The Equality Act 2010 legally prevents those who share a protected characteristic from discrimination on the basis of that characteristic. Protected characteristics include gender, race or ethnicity, socio-economic background, disability, religion or belief, sexual orientation, gender reassignment, marital status, pregnancy or maternity, and age.

Bullying is any behaviour that is offensive, intimidating, malicious, or insulting, or any overt or subtle abuse of power or authority that undermines, humiliates, denigrates or upsets the recipient

Harassment is unwanted and unwelcome conduct that has the purpose or effect of violating the dignity of an individual or group, or creates a hostile, offensive, degrading, intimidating, or humiliating environment for that individual or group. Harassment that is related to a protected characteristic can constitute unlawful discrimination, for which staff or students can be held personally and legally liable.

Victimisation is a term used in discrimination law, describing any action where a person is mistreated in retaliation for involvement in bringing or supporting, a complaint of discrimination. Victimisation can constitute unlawful discrimination and can result in disciplinary action, regardless of the outcome of the original complaint.

Online behaviour is considered equivalent to face-to-face behaviour, including conduct that impacts on work or study using social media, which may have taken place outside working hours, teaching hours or term-time, or using personal equipment.

Unacceptable behaviour (encompassing discriminatory behaviour, bullying, harassment or victimization) may be demonstrated by an individual or by a group.

Roles and Responsibilities

The School is responsible for:

- Treating all complaints of discrimination, bullying, harassment and victimization seriously, sensitively and objectively;
- Dealing with all complaints in a confidential manner;

- Where necessary, pursuing a complaint of unacceptable behaviour independently, to protect staff or students or to prevent further instances of such behaviour;
- Actively encouraging informal resolution in the first instance;
- Using the disciplinary procedure to take action against those found to have committed discrimination, bullying, harassment or victimization, or those who make allegations relating to unacceptable behaviour in bad faith;
- Offering support and assistance to any staff or student involved in an allegation of unacceptable behaviour;
- Ensuring that staff and students are made aware of the Dignity at Work and Study Policy and Procedure; that they receive training on its provisions as part of their induction into the School; and are provided with support in the operation of the policy and procedure;
- Consistently monitoring all reports of unacceptable behaviour.

All managers and teaching staff are responsible for setting the standards of acceptable behaviour, and establishing zero tolerance for unacceptable behaviour of any kind. They must ensure that:

- They uphold the principles of this Policy and the School's [Equality, Diversity and Inclusion Policy](#), and that their own behaviour is consistent with those principles;
- The staff or students for whom they are responsible are made aware of this Policy and the [Equality, Diversity and Inclusion Policy](#);
- They actively challenge and correct any unacceptable behaviour and attitudes, including taking appropriate action under this Policy and Procedure if they witness any incidents of discrimination, bullying, harassment or victimization;
- They ensure that their staff or students understand how to report unacceptable behaviour, and ensure that any complaints are dealt with quickly, objectively and confidentially.

All staff and students are responsible for working and studying by the principles of this Policy and the [Equality, Diversity and Inclusion Policy](#), treating others with dignity, courtesy and respect. All staff and students are expected to contribute to preventing discrimination, bullying, harassment and victimization by challenging unacceptable behaviour and attitudes and confidentially reporting any incidents of concern, either to their manager, tutor, head of programme, or other appropriate member of staff.

The Director of Admissions and Student Support is responsible for receiving and commissioning feedback from staff and students on this policy and procedure, and bringing this feedback to the Equality, Diversity and Inclusion Steering Group for review and determination.

The [Equality, Diversity and Inclusion Committee](#) is responsible for monitoring and analysing complaints brought under this policy and procedure on an ongoing basis. This Group will report annually to the Board of Directors on the number and nature of cases, and any relevant analysis. It will act in accordance with data protection regulation and the School's [Data Protection Policy](#) in the handling of data and making of these reports.

Informal Interventions and Formal Procedures

If a member of staff wishes to raise a complaint under this Policy, they should first speak to their line manager, or, where this is not appropriate (for example, if the line manager is the subject of the complaint), to their Head of Department or member of the Executive Committee. If a student wishes to raise a complaint under this Policy, they should first speak to their academic tutor or welfare advisor, or, where this is not appropriate (for example, if the tutor is the subject of the complaint), the Director of Admissions and Student Support or the Director of Teaching and Learning.

Informal Interventions

The recipient of the complaint will deal with the complaint sensitively, fairly and confidentially. In the first instance, and where appropriate (depending on the severity of the case), they will encourage informal interventions to resolve the issue. The complainant will be offered a mediation service to facilitate the resolution of the issue; this mediation service will be provided via the Human Resources or Student Support Department, depending on whether the complaint is raised by a member of staff or a student. Other informal interventions that the recipient of the complaint should suggest, where appropriate, are: speaking directly to the individual concerned, either alone or with another colleague or staff member, or facilitating a meeting with the individual.

Informal interventions may not be suitable for every complaint of discrimination, bullying, harassment or victimization, and they may not resolve the issue. In these cases, the complainant may wish to raise a formal complaint under the Dignity at Work and Study Procedures.

Formal Procedures

All formal complaints relating to discrimination, bullying, harassment or victimization should be made through the existing grievance, complaint and disciplinary procedures. For students, this means the [Student Complaints Procedure](#) and [Student Disciplinary Procedure](#); for staff, this means the Grievance Procedure and Disciplinary Procedure. The recipient of the initial complaint (i.e., the staff member's line manager or alternative, or the student's tutor or alternative) will advise the complainant as to the Procedure required and the nature of the Procedure.

All staff affected by a complaint relating to this policy—whether the subject or maker of the complaint—will be offered support and advice through the process. Staff will be provided with support by the Human Resources Department; students by the Student Support Department.

Complaints or Feedback about the Dignity at Work and Study Policy and Procedure

Where a member of staff, student or prospective student has a complaint or feedback about the School's Dignity at Work and Study Policy and Procedure, they should contact the Director of Admissions and Student Support in writing (by letter or email) at their earliest convenience, setting out:

- The nature of their complaint, feedback or issue;

- The action, mitigation or changes they expect to see.

The Director of Admissions and Student Support can be contacted by email at studentsupport@t-lis.org or by post at:

Director of Admissions and Student Support

The London Interdisciplinary School
X + Why
20-30 Whitechapel Road
London
E1 1EW
United Kingdom.

The Director of Admissions and Student Support will acknowledge receipt of the complaint, feedback or issue within five working days.

The Director of Admissions and Student Support may seek further information from the individual who has submitted a complaint or feedback, and will conduct an investigation to determine further information relating to the complaint, feedback or issue.

Having investigated the complaint, feedback or issue, the Director of Admissions and Student Support will table it for discussion at a specially convened meeting of the Equality, Diversity and Inclusion Committee. The Committee will determine:

- Whether the complaint, issue or feedback is upheld given the information collated by the Director of Admissions and Student Support;
- Whether further information is required on the complaint, issue or feedback to come to a view. In this case the Director of Admissions and Student Support will gather the required information and the Steering Group will be reconvened at the earliest opportunity.
- Actions to address the complaint, issue or feedback. Where actions include a policy change, the Steering Group will recommend changes to the Board of Directors for sign-off.

The Director of Admissions and Student Support will give the Committee's response to the individual who brought the complaint/feedback/issue to the School's attention within twenty working days of the raising of the complaint/feedback/issue. Should the individual be dissatisfied with the Committee's response, they have a right of appeal to the Chief Executive.

The individual must submit their appeal in writing (by email or letter) to the Chief Executive within 10 working days of the notification of the Committee's response. The Chief Executive will review the appeal and notify the individual of the outcome within 25 working days of receiving it. The outcome may be:

- To confirm the response of the Equality, Diversity and Inclusion Committee; or

- To revise the response to the complaint, feedback or issue. Where this response entails a change to policy, the Chief Executive will recommend the required changes at the next Board of Directors meeting; or
- To order a new investigation by the Director of Admissions and Student Support and a reconvening of the Equality, Diversity and Inclusion Committee on the matter.

Internal Monitoring and Auditing

The number and nature of all cases relating to the Dignity at Work and Study Policy and Procedure will be monitored and analysed by the Equality, Diversity and Inclusion Committee on an ongoing basis. This Committee will report annually to the Board of Directors on the number and nature of cases, and any relevant analysis, as well as on the effectiveness of the policy; and the Board will authorise any action to be taken. The School will act in accordance with data protection regulation and the School's [Data Protection Policy](#) in the handling of data and making of these reports.

This Policy may be amended from time to time by the Board of Directors as changes in legislation occur, and in the light of feedback or complaints about the policy and procedure brought by staff or students.

Name of policy/procedure:	Dignity at Work and Study Policy and Procedure
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Related documents: (e.g. associated forms, underpinning processes, related policies or overarching policies)	Equality, Diversity and Inclusion Policy Student Code of Conduct and Disciplinary Procedure Student Complaints Procedure Code of Ethical Conduct Data Protection Policy Equality, Diversity and Inclusion Committee: Membership and Terms of Reference

Version Control			
Version	Author	Date	Brief summary of changes
1	Hannah Kohler (Director of Admissions and Student Support)	13/01/2019	Original draft

2	Hannah Kohler (Director of Admissions and Student Support)	3/06/2019	Added provision for individuals to complain about or feedback on this policy and procedure. Added detail on how the procedure was written. Added role of Director of Admissions and Student Support and Equality, Diversity & Inclusion Steering Group
3	Hannah Kohler (Director of Admissions and Student Support)	10/08/2019	Minor wording change.
4	Executive Committee	08/08/2019	Approved
5	Board of Directors	18/11/2019	Approved