

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

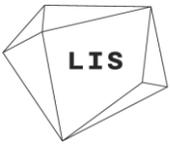
The School is committed to ensuring equality, diversity and inclusion in all of its activities. It aims to foster a working and studying culture that is free from discrimination, where every individual is treated with dignity, courtesy and respect. The School will therefore not tolerate discrimination,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

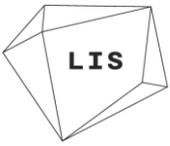
Online behaviour is considered equivalent to face-to-face behaviour, including conduct that impacts on work or study using social media, which may have taken place outside working hours, teaching hours or term-time, or using personal equipment.

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 Student Experience, Careers and Partnerships 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.

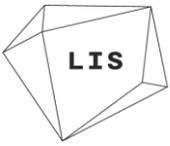
The [Equality, Diversity and Inclusion Committee](#) is responsible for monitoring and analysing complaints brought under this policy and procedure on an ongoing basis. This Group will report annually to the Board of Directors on the number and nature of cases, and any relevant analysis. It will act 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 Student Experience, Careers and Partnerships 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 People or Student Experience 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 People Department; students by the Student Experience Department.

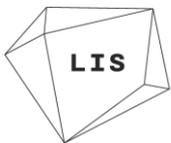
The Equality, Diversity and Inclusion Committee will monitor issues arising from complaints related to its role and may discuss items referred to it as a result of the complaints or grievance processes.

Feedback on an Equality related policy may be referred to the Secretary or Chair of EDIC at any time and will be considered as part of the process of policy monitoring and review.

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.



Version Control

Name of policy/procedure:	Dignity at Work and Study Policy and Procedure
Document owner:	Director of Student Experience, Careers and Partnerships
Date Originally Created:	01/2019
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
6	Hannah Kohler (Dir. Strategy & People)	10/2021	Minor changes of job titles and email addresses
7	A Redford	EDIC Chair's action 24/11/2022	Amendment to complaints process