

Staff Bullying, Harassment and Sexual Harassment Policy



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1. Introduction

1.1 Policy statement

London South Bank University (LSBU) is dedicated to fostering equality, valuing diversity, and promoting inclusion. As part of this, we must ensure that all staff and students are treated with dignity and respect throughout the organisation.

LSBU is committed to providing a work and educational environment free from any form of bullying, harassment, sexual harassment or unlawful discrimination. This policy outlines how we do this for staff, and our [Student Harassment, Bullying and Sexual Misconduct Policy](#) outlines how we do this for students.

We value the safety, dignity and wellbeing of all our community and encourage staff to raise their concerns about unacceptable behaviour in the ways laid out in this policy, in order for incidences to be investigated and addressed. and impacted staff to be supported.

1.2 Expectations of staff

At LSBU, we aim to put our EPIIC values of excellence, professionalism, integrity, inclusivity and creativity at the heart of everything we do.

We expect all staff to create an inclusive work and educational environment by:

- treating everyone with dignity and respect
- valuing diversity and difference across all dimensions
- completing all relevant training
- raising concerns about harmful behaviours via the appropriate channels
- respecting confidentiality of processes, and
- being open to feedback, learning and improvement

Additionally, managers and leaders have a particular responsibility to:

- set a good example by their own behaviour
- make sure that their teams complete all relevant training and know what standards of behaviour are expected of them
- ensure that there is a transparent and supportive working environment (i.e. through consistently applying LSBU policies and procedures, recognising and rewarding good performance, dealing appropriately with poor performance, providing honest and constructive feedback)
- intervene to stop bullying, harassment, sexual harassment and victimisation (with support from the HR or EDI team where required)
- ensure concerns raised are acted upon, and
- promptly inform HR of any complaint of bullying, harassment, sexual harassment and victimisation or any incident witnessed by them

2. Scope

This policy applies to all LSBU employees, officers, consultants, self-employed contractors, casual workers, volunteers and interns, inclusive of those employed or engaged by South Bank University Enterprises Limited (SBUEL). It also applies, where relevant, to workers employed by third parties to work alongside LSBU staff. It does not form part of any employee's contract of employment and may be amended at any time.

This policy covers conduct that takes place on LSBU premises (including any overseas sites, subject to any applicable local laws), on work trips, at work-related events including work social events, and events and activities where staff are representing LSBU. As well as face-to-face behaviours, it also pertains to behaviour on social media, in emails or phone calls that occur in the above locations and situations.

3. Unacceptable and unlawful conduct

Bullying, harassment, sexual harassment, victimisation and discrimination can have serious consequences for individuals and for LSBU. These behaviours cause unhappiness and stress and can adversely affect a person's physical and mental health and relationships. They also harm the organisation through loss of morale, poor work performance, increased staff turnover, legal claims and damage to our reputation.

Staff are entitled to be treated with dignity and respect and we will not tolerate any unlawful discrimination, bullying, or harassment on the grounds of sex, marital or civil partner status, sexual orientation, gender reassignment, pregnancy or maternity, gender reassignment, race, religion or belief, age or disability (the 'protected characteristics'), or sexual harassment of any person.

If a member of staff is found to have unlawfully discriminated against, bullied, harassed, sexually harassed or victimised another member of staff, they will be subject to disciplinary proceedings, which in the most serious circumstances could include dismissal for gross misconduct, being personally liable to pay compensation in legal claims, and having their own relationships adversely affected. In serious cases the police may also be involved.

3.1 Definition and examples of bullying

Although there is no legal definition of bullying, ACAS describe it as "unwanted behaviour from a person or group that is either offensive, intimidating, malicious or insulting, or an abuse or misuse of power that undermines, humiliates, or causes physical or emotional harm to someone."

Bullying might be a regular pattern of behaviour or a one-off incident, and examples can include but are not limited to:

- maliciously spreading gossip, rumours, or private information about someone
- mocking, undermining, or putting someone down in front of others
- isolating or ostracising someone
- inappropriate and/or derogatory remarks about someone's performance
- overbearing and intimidating levels of supervision, or
- intimidating, threatening, shouting, or swearing at someone

Please note that legitimate, reasonable and constructive criticism of a worker's performance or behaviour, or reasonable instructions given to workers in the course of their employment, will not amount to bullying on their own.

3.2 Definition and examples of harassment

Harassment has a number of relevant meanings in law. The Equality Act 2010 defines harassment as: "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 may be repeated behaviour, or in serious cases, may involve only a single incident. It also includes treating someone less favourably because they have submitted or refused to submit to such behaviour in the past. Conduct can be considered harassment even if the alleged harasser did not intend their conduct to have one of these effects, or if they did intend their conduct to have one of these effects, even if it did not.

It is important to note that a person may be harassed even if they were not the intended target. For example, generalised ageist, racist, sexist or homophobic comments are made within the workplace that are not aimed at the individual concerned but that nevertheless create a hostile, offensive environment.

Examples of harassment can include but are not limited to:

- derogatory or discriminatory jokes, nicknames or “banter” based on someone’s protected characteristic (such as mimicking or mocking someone’s accent or disability)
- insulting, belittling, offensive or intimidating comments or gestures related to someone’s protected characteristic (such as use of racial slurs or microaggressions)
- sending or displaying material that is discriminatory or that some people may find offensive (including e-mails, text messages, videos and images sent by mobile phone or posted on the internet)
- ignoring, excluding or shunning someone, or issuing them menial or demeaning tasks simply on the grounds of their age, disability or other protected characteristic
- outing or threatening to out someone as gay, lesbian, bisexual or transgender

Harassment under the Equality Act also includes sexual harassment, the definition of which is in the section below.

Additionally, the Protection from Harassment Act 1997 defines harassment as when: someone pursues a course of conduct (i.e. two or more instances of verbal or non-verbal conduct and/or speech) which amounts to harassment, which they know or ought to know amounts to harassment. This definition also covers the act of stalking and can include but is not limited to:

- following, monitoring, watching or spying on someone
- contacting, or attempting to contact, a person by any means
- publishing material relating to someone or pretending to originate from someone
- interfering with someone’s property

3.3 Definition and examples of sexual harassment

Sexual harassment is very similar to the definition of harassment (above) but is specifically “unwanted conduct of a sexual nature which has the purpose or effect of violating the recipient’s dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment” as defined by the Equality Act. The unwanted conduct does not need to be sexually *motivated*, only sexual in nature, to be considered sexual harassment. Staff should note that sexual harassment will not be tolerated and is unlawful.

Conduct ‘of a sexual nature’ includes a wide range of behaviour. Examples include but are not limited to:

- verbal conduct of a sexual nature (such as asking questions about someone’s sex life, discussing their own sex life, making sexual comments or jokes, spreading sexual rumours about a person, or sexual contact via social media)

- physical conduct of a sexual nature (such as leering, unwanted touching, hugging, massaging, kissing, or sexual gestures)
- non-verbal conduct of a sexual nature (such as displaying, sending or sharing sexually graphic images, or sexually explicit messages/emails)
- propositions, sexual advances, or making promises in return for sexual favours
- treating someone less favourably because they rejected or submitted to sexual harassment

An individual can experience unwanted conduct from someone of the same or different sex or gender. Sexual interaction that is invited, mutual or consensual is not sexual harassment because it is not unwanted. However, sexual conduct that has been welcomed in the past can become unwanted and therefore can become sexual harassment if continued.

3.4 Definition and examples of victimisation

Victimisation is also defined in the Equality Act and can be summarised as less favourable treatment of someone who has made a complaint under the Equality Act, given information about discrimination or harassment under the Equality Act, or supported someone else's complaint. Victimisation is unlawful.

Staff have the right to raise grievances and to raise issues relating to discrimination or bullying in good faith and to have these matters investigated. Where a member of staff raises an issue in good faith, they will not suffer any detriment or victimisation by virtue of raising their grievance or complaint with management.

Victimisation can come from anyone who knows or believes you have or are going to complain and/or give information about discrimination or harassment. Examples of victimisation can cover any bullying or harassing behaviours, so includes but is not limited to:

- gossiping about, isolating or ostracising a colleague who has made or supported a harassment complaint
- putting pressure on someone to retract their complaint or withdraw their support for someone else's complaint
- giving someone unfair workloads in retaliation for making or supporting a complaint

3.5 Definition and examples of unlawful discrimination

Discrimination may be direct or indirect and it may occur intentionally or unintentionally.

Direct discrimination is the less favourable treatment of a person because of a protected characteristic.

Discrimination by association is where someone is directly discriminated against or harassed for association with another person who has a protected characteristic.

Discrimination by perception is where someone is directly discriminated against or harassed based on a perception that they have a particular protected characteristic when he/she does not, in fact, have that protected characteristic.

Indirect discrimination occurs where someone is disadvantaged by an unjustified provision, criterion or practice that also puts other people with the same protected characteristic at a particular disadvantage.

3.6 What does not count as bullying, harassment or discrimination

Positive Action

Positive action is a range of measures allowed under the Equality Act 2010 which can be lawfully taken to improve equality in the workplace, such as: increasing the number of people from an under-represented group in specific roles, to meet a group's particular needs, to lessen the disadvantage a particular group might experience, or to increase a group's participation in a particular activity.

Positive action must not be confused with positive discrimination which is unlawful. Positive action must address a disadvantage and not give preferential treatment. For example, where positive action has been taken to encourage applicants from disadvantaged groups to apply, every applicant must be considered on individual merit and selection for interview and appointment must be based strictly on the agreed selection criteria.

Reasonable Adjustments

The Equality Act 2010 also places a duty on employers to make reasonable adjustments where necessary for an individual with a disability. These tailored adjustments are the changes made to remove or reduce a disadvantage related to someone's disability and would not be considered unlawful discrimination.

Constructive feedback and differences of opinion

It is important to recognise the distinction between healthy challenge, which is acceptable, and effective, and bullying and harassment, which is both unacceptable and unlawful. The below behaviours would not count as bullying or harassment:

- Offering constructive feedback, guidance, or advice about work-related behaviour which is not of itself welcome
- Ordinary performance management
- Reasonable corrective action taken by a manager/supervisor relating to the management and direction of employees (for example managing an employee's performance, taking reasonable disciplinary actions, or assigning work)
- Expressing differences of opinion, or
- Workplace conflict where people disagree or disregard others' points of view

Freedom of Expression and Academic Freedom

An open and democratic society requires a commitment to freedom of expression in all its forms, including both the spoken and written word, as well as actions and gestures and the display of images intended to show meaning. Freedom of expression applies not only to information or ideas that are favourable, but also to those that people might find offensive or shocking.

The right to freedom of expression in a University community sits alongside the related principle of academic freedom. Academic freedom means academics can express their opinions, question established ideas and develop new ones, and present controversial or unpopular points of view, without placing their employment at risk.

The right to freedom of expression is relevant to the principle of academic freedom, because

the exercise of academic freedom must be within the bounds of the law. In other words, if something is an unlawful exercise of the right of freedom of expression, it will not be lawful simply because it takes place in an academic context.

4. Addressing unacceptable and unlawful conduct

In order to uphold our EPIIC values and ensure an inclusive, respectful, and dignified environment for all, we strongly encourage staff to take action when they experience or witness an incident of bullying, harassment, sexual harassment, victimisation or discrimination.

Staff are encouraged to use the [Report and Support portal](#) to report instances of unacceptable conduct regardless of whether you choose to take an informal or formal approach to addressing it. The various reporting routes, including anonymous reporting, can be found in the Appendix of this policy and via Report and Support.

As a general principle, the decision whether to progress a complaint is up to you. However, we have a duty to protect all staff and may pursue a report independently if, in all the circumstances, we consider it appropriate to do so.

We also have a range of support available to you if you have a concern about how you have been treated or about something you have witnessed that you're uncomfortable about. The sources of support available can be found in Section 10 of this policy and on the [Report and Support portal](#).

4.1 Informal approach

Talk to the person yourself

We encourage employees to resolve issues voluntarily and informally where possible. In some cases, the person whose behaviour is upsetting you might not realise the effect of their actions. If you feel you can, and that it is safe to do so, you could find an appropriate time to tell them how their behaviour impacts you.

Ask a manager or HR colleague to talk to the person

If you do not feel comfortable talking to the person yourself, or if the behaviour continues, you should talk with your line manager and/or the HR team, who can provide confidential advice and assistance in resolving the issue informally. If you feel unable to speak to your line manager because the complaint concerns them, then you should speak informally to your HR Business Partner/HR Advisor.

If informal steps are not appropriate, or have been unsuccessful, you should follow the formal procedure.

4.2 Formal approach

Raise a grievance

If you feel that you are being bullied, victimised, discriminated against or harassed, and an informal approach is not appropriate or has not worked, or for very serious issues such as sexual harassment, you should make a formal complaint using our [Grievance Policy](#).

We will treat all complaints seriously and will investigate them promptly, efficiently and in confidence. We will investigate the matter promptly, thoroughly and objectively and, where necessary, will take action under our [Disciplinary Policy](#) in order to ensure that this policy is complied with. Aggravating factors, such as abuse of power over a more junior colleague, will be taken into account in deciding what disciplinary action to take.

Managers should be responsive, sensitive and supportive towards any colleague who raises a complaint of bullying, harassment, sexual harassment, victimisation or discrimination. They must also aim to minimize the chance of victimisation by ensuring all parties involved are aware of the need to maintain confidentiality.

HR should be informed of any formal allegations of bullying, harassment, sexual harassment, discrimination and victimization, and will assist managers in dealing with matters.

When bringing a Grievance complaint, you should be prepared to state:

- the name of the person(s) whose behaviour you believe amounts to bullying, harassment, victimisation, discrimination or sexual harassment
- the type of behaviour that is causing offence, together with specific examples if possible
- dates and times when incident(s) of bullying, harassment, victimisation, discrimination or sexual harassment occurred, and where they occurred
- the names of any colleagues who witnessed any incident(s), or who themselves may have been the subject of bullying, harassment, victimisation, discrimination or sexual harassment by the same person, and
- any action that you have already taken to try to deal with the bullying, harassment, victimisation, discrimination or sexual harassment

Report via 'Speak Up'

Employees wishing to raise concerns of a public interest nature, i.e., criminal or illegal conduct, are advised to use the [Whistleblowing \(Speak Up\) Policy](#) and associated channels, including [Safecall](#).

4.3 Addressing third-party harassment

Third-party harassment or sexual harassment occurs between a member of LSBU staff and a third party who they come into contact with during the course of their employment, such as staff from other organisations, job applicants, consultants, contractors, or students.

We note that the law requires employers to take reasonable steps to prevent sexual harassment by third parties. Whilst an individual cannot bring a claim for third-party harassment alone, it can still result in legal liability when raised in other types of claim. Harassment by third parties will not be tolerated. All staff are encouraged to report any third-party harassment they experience or witness in accordance with this policy. We act in accordance with the EHRC's Guidance on third party harassment and employer's liability available [here](#).

If any third-party harassment of LSBU staff occurs, we will take steps to remedy any complaints and to prevent it happening again. Action may include warning the harasser about their behaviour, formal contract management actions, banning harassers from our

premises, reporting any criminal acts to the police, and sharing information with other branches of LSBU Group.

Any harassment by a member of LSBU staff against a third-party may lead to disciplinary action up to and including dismissal.

4.4 If you witness bullying, harassment, sexual harassment or victimisation

All of us have a responsibility to create a culture of dignity and respect and reduce the likelihood of discriminatory or harmful behaviour. Staff who witness harmful behaviour are encouraged to take appropriate steps to address it. Depending on the circumstances, this could include:

- Addressing the behaviour where you feel safe and able to do so (for example, by being an active bystander)
- Supporting the person affected to access support and report it or reporting it on their behalf
- Reporting the incident where you feel there may be a continuing risk if you do not report it
- Cooperating in any investigation into the incident.

All witnesses will be provided with appropriate support and will be protected from victimisation.

5. If you are complained about

5.1 Informally

You may have offended, upset or caused harm to someone without intending to, so if someone approaches you informally about your behaviour you are advised to:

- not dismiss the complaint because you “didn’t mean it like that”, excuse it as “just a joke,” or accuse the complainant of being “too sensitive”
- listen carefully to what they say and try to understand the impact of your behaviour
- be aware that different people find different things acceptable at different times
- understand that people with certain characteristics are more likely to be subject to discrimination across their lifetime and may experience your behaviour as part of a wider pattern of negative behaviours
- remember we all have the right to dignity and respect

It is also a good idea to:

- apologise sincerely, and
- commit to changing your behaviour so that you do not run the risk of causing harm in future

Provided that you do not repeat the behaviour that has caused harm, that may well be the end of the matter.

5.2 Formally

If a formal complaint is made about your behaviour, or the allegations are serious, this will be fully investigated under the [Grievance Policy](#).

In some cases the outcome of a complaint may be an informal resolution, such as an apology or mediated discussion about how your behaviour is received. If this is the case, such information will be provided to the complainant. There will be support provided in dealing with the outcome.

If a complaint is upheld, then it may progress to a disciplinary process under our [Disciplinary Policy](#). The outcome of that disciplinary process could range from no sanction, to a sanction including warnings, compulsory transfers (without protection of wages or salary), and dismissal (with or without notice). In the interest of transparency, the outcome including the level of sanction imposed may be communicated to the complainant.

6. Unlawful discrimination and criminal offences

Some types of bullying, victimisation, discrimination, harassment or sexual harassment may constitute unlawful activity, and allegations may give rise to the possibility of other civil claims or criminal proceedings against the wrongdoer. These civil claims or criminal proceedings would continue independently of our disciplinary proceedings, and we may not be required to wait until external proceedings have concluded before dealing with the matter via internal policies.

7. Malicious or vexatious complaints

A complaint may be considered to be malicious or vexatious if it is made in bad faith, if deliberately false allegations are made as a form of bullying against a colleague or manager, or where there are a series of frivolous and clearly unfounded allegations.

If it is established following an investigation that any staff member has provided deliberately false or malicious information or otherwise acts in bad faith as part of an investigation, they may be subject to action under our [Disciplinary Policy](#).

8. Implementation, monitoring and review

We will make all staff and others engaged to work at LSBU aware of their rights and responsibilities under this policy and what they can do to help create a working environment free of bullying, harassment, sexual harassment, victimisation and discrimination. Our HR Business Partners, HR Advisors and Equality Diversity and Inclusion (EDI) team will work together to proactively prevent harmful and discriminatory behaviours and provide advice and support to managers to enable them to deal more effectively with complaints.

We recognise our obligation to protect the health, safety and welfare of staff and others who might be affected by bullying, harassment, sexual harassment, victimisation and discrimination. We note that the law requires employers to take reasonable steps to prevent sexual harassment of their workers. In discharging our legal duties, we recognise that there are certain measures that can help to prevent harmful and discriminatory behaviours in the workplace including ensuring that adequate measures are in place to tackle inequality, underrepresentation and discrimination (including sexism, racism, ableism, homophobia, transphobia and ageism), and to prevent the conditions which cause and exacerbate high levels of stress.

We are committed to the adoption and operation of such measures, including through:

- Our Equality Diversity and Inclusion Strategy and related action plans

- Appropriate and targeted training
- Awareness-raising communications and events
- Trained Dignity at Work Advisers
- Confidential and anonymous reporting options
- Staff Surveys and Exit Interviews
- Risk Assessments
- Good management practices, including regular one-to-ones that provide a way of identifying any warning signs of bullying, harassment and sexual harassment
- Equality Impact Assessments on any proposed changes to policies or practices

The effectiveness of this policy will be monitored and evaluated through a variety of means, such as data on bullying and harassment reports, grievances and exit interviews, staff survey results, data and feedback on related staff training, regular engagement with Staff Networks, EDI Leads and Dignity at Work Advisers, and via our EDI Steering Group.

We will also review the outcomes of cases where complaints have been made under this policy to check that the proper procedures have been followed and to identify any points that can be learned from those cases and implement any necessary changes.

When carrying out any reviews or monitoring, the organisation will ensure that individual's personal data is handled in accordance with our [Data Protection Policy](#).

This policy will be reviewed every three years from date of publication and following any relevant policy, organisational or legal changes.

9. Confidentiality and disclosure

In dealing with reports of unacceptable and unlawful conduct, we will maintain confidentiality to the maximum extent possible. All employees involved in a report of unacceptable and unlawful conduct, including those accompanying employees, are required to observe the strictest confidentiality.

Investigations of allegations will normally require limited disclosure on a 'need to know' basis. For example, the identity of the employee reporting harassment or bullying, and the nature of the allegations must be revealed to the person they are complaining about, so that person is able to respond to the allegations. Some details may also have to be given to potential witnesses, but this will be limited as far as possible, while ensuring a fair and sufficiently thorough investigation. Breach of confidentiality may give rise to disciplinary action under our [Disciplinary Policy](#).

Where complaints are upheld, this will normally require limited disclosure on a 'need to know' basis, for example, in order to complete welfare checks on the staff involved.

The organisation will maintain records of investigations into alleged incidents of harassment, victimisation, discrimination or bullying, the outcome of the investigations and any corrective or disciplinary action taken. We treat personal data collected during this process in accordance with our [Data Protection Policy](#). Information about how employees' data is used and the basis for processing data is provided in the organisation's [Employee Privacy Notice](#).

10. Sources of support

Bullying and harassment can cause humiliation, isolation, loss of confidence and serious harm to mental health and wellbeing in both the short-term and longer-term. A range of support and advice services are available to members of the LSBU community who have experienced, witnessed or been accused of bullying, harassment or sexual harassment.

For urgent help or support, staff are strongly advised to contact emergency services (by dialling 999) in the first instance.

Dignity at Work Advisers

Dignity at Work Advisers are a network of trained volunteers who are there to support you if you feel you are not being treated with dignity or respect. They can listen, talk through options available, and signpost to additional support. Their contact details are on [Connect](#).

HR Business Partners and HR Advisors

Our HR Business Partners and HR Advisors are responsible for providing guidance whilst ensuring that we follow best practice in line with our policies and legal requirements. They provide advice to managers and can put colleagues in touch with other support networks within LSBU including Mental Health First Aiders and Dignity at Work Advisers.

Equality Diversity and Inclusion (EDI) Team

Our EDI team are also able to provide guidance to managers and staff and can be contacted by emailing edi@lsbu.ac.uk. The team have oversight of the various support arrangements we have in place for managers and staff.

Employee Assistance Programme

Spectrum Life is our Employee Assistance Programme and provides a comprehensive confidential service to support your health and wellbeing, including counselling, legal and financial advice, provided by clinical qualified, accredited and registered counsellors and psychotherapists. They can be contacted 24/7 hours a day, 365 days a year via telephone (0808 196 2016), WhatsApp (0044 74 1836 0780) or their EAP App.

Staff Networks

We are host to several staff-led networks who provide a sense of community and belonging for marginalised or minority staff, and a key source of consultation input for our Equality, Diversity and Inclusion work. Details of our Staff Networks and how to contact them can be found on [Connect](#).

Trade Unions

LSBU has three recognised Trade Unions (Unison, UCU and GMB) who can provide support to their members, including going with them to grievance and disciplinary meetings. Further details about LSBU's unions and local reps are on [Connect](#).

Multi Faith Team Support

Our multi faith chaplaincy is available to both staff and students and can be contacted by emailing multifaithsupport@lsbu.ac.uk or dropping by the Multi-Faith Room (LH-017 in the basement of The Hub at the Southwark campus).

Mental Health First Aiders (MHFAs)

MHFAs are trained in recognising the signs and symptoms of a range of mental ill health conditions. We have staff trained as MHFAs who volunteer their time to hold supportive

conversations, provide signposting to appropriate services, and help to foster a culture of support and inclusivity for staff experiencing mental distress. Details of how to contact them can be found on [Connect](#).

External support

Further sources of support can be found via our report and support platform at <https://reportandsupport.lsbu.ac.uk/support/support-for-staff>.

Appendix 1: Reporting routes

	Informal approach		Formal approach		
How can you report?	An anonymous report via Report and Support	A named report via Report and Support (informal)	A named report via Report and Support (formal)	Directly via email to HR and/or your Line Manager (following the Grievance Policy process)	Via Safecall (following the Whistleblowing (Speak Up) Policy)
Why you might want to choose this approach	You might wish to report anonymously where you are a witness, where you/the target would not like to take anything further but would like it logged.	You might like to report informally if you have already addressed or are planning to address someone's behaviour yourself (with or without support of your Line Manager).	When you want to raise a formal grievance about someone's conduct, you might like to initiate this via a formal report to Report and Support.	When you want to raise a formal grievance, have a good understanding of this policy and the Grievance Policy and are ready with all relevant information, you can email your complaint directly to your Line Manager and/or HR.	Where you genuinely believe that the matter cannot be dealt with through internal channels, you can use the external Speak Up reporting line from Safecall.
Who will receive the report?	EDI team	EDI team or relevant HR Business Partner/Adviser (as you choose)	Relevant HR Business Partner/Adviser	You should email your complaint to a Line Manager and/or relevant HR Business Partner/Adviser	<p>Find out more about Safecall's processes at www.safecall.co.uk/report</p>
What will happen after your report?	An anonymous report means we cannot follow up with you for further information or to offer support. The EDI team will review the report and assess potential risks if possible, identifying areas of intervention or escalation where needed.	Your chosen team (EDI/HR) will review your report and assess potential risks, identifying areas of wider intervention or escalation where needed. They will follow up with you to ensure you have appropriate support.	The HR BP/Adviser will review your report and assess potential risks. They will follow up with you to provide the Grievance Policy which outlines the information they need from you before they can investigate.	The HR BP/Adviser will review your complaint, assess potential risks and begin the investigation process. They will contact you in accordance with the timescales laid out in the Grievance Policy.	
Who can support you?	Dignity at Work Advisers can support you with any approach you take and can be contacted before or after a report is made.				
Who monitors reports?	Other sources of support, including our Employee Assistance Provider, are listed in this policy and on the Report and Support platform.				
Who monitors reports?	Anonymised data on reports will be reviewed regularly by HR, Health and Safety, the EDI team and in consultation with Dignity at Work Advisers to understand trends and plan interventions. Data in anonymous form will be shared in reports to the Executive and Board.				