

Brook Learning Trust

Bullying and Harassment Policy and Procedure



At Brook Learning Trust we bring together our unique academies in our belief in the power of education to change lives and communities. It is our steadfast purpose to challenge and defy the barriers that constrain the educational progress of any child. We set high aims for aspiration and secure collective responsibility for all our children's achievements. Our work is underpinned by the values of Integrity, Respect, Courage, Optimism, Excellence and Accountability.

Part A - Policy

1. Policy Statement

Brook Learning Trust (BLT) undertakes to promote positive working relationships and is committed to providing a working environment where employees are treated with dignity, fairness and respect.

The Trust expects all employees to comply with its Code of Conduct and treat colleagues and stakeholders equally with dignity and respect. The Trust acknowledges its duty of care towards employees and is committed to providing a working environment in which employees are free from acts of bullying and harassment. It is recognised that employees should be able to raise a complaint if they are treated in a manner which they believe constitutes harassment or bullying. This policy provides a framework in which such concerns can be raised.

The Trust and academies will treat all complaints seriously and seek to address them promptly, fairly and consistently with the aim of ensuring that any conduct found to constitute bullying and harassment ceases and is not repeated.

It is recognised that while some issues may be resolved informally, there are instances when this may not be possible or appropriate and a more structured approach is required, including the right of appeal.

The Trust and academies recognise the need to ensure complaints of this nature are addressed without undue delay and may undertake reasonable investigation to establish the facts and assist in the resolution of the concerns.

An employee who has raised a complaint in good faith will not be treated less favourably or suffer any detriment in their employment as a result of raising a complaint under this procedure.

Due consideration will be given to the support required by both parties when addressing concerns.

The Trust and academies do not condone unacceptable behaviour. An employee who is found to have harassed or bullied a colleague will be subject to the BLT's Staff Disciplinary and Conduct Policy and Procedure.

A complaint of harassment and bullying will be treated as confidential by all parties.

This policy has been developed to comply with legal requirements and in accordance with Acas guidance and best practice principles.

The procedure explains:

- How employees can raise issues with their managers about unacceptable behaviour they are experiencing at work
- How the Trust and academies will address those concerns in a fair and consistent manner
- What is expected from managers and employees with regard to the management of such issues.

2. Scope

The policy and procedure applies to all employees of the Trust.

This policy and procedure applies to employees who have been treated in a manner by a manager or a colleague which they believe to constitute bullying and harassment as defined in this document.

An employee who has witnessed actions which they believe may constitute the bullying and harassment of a colleague may also raise a complaint.

This policy also applies to work events held outside of normal working hours, either on or off the academy premises, such as staff parties or gatherings.

Employees are advised that any issues raised must lie within the authority and control of the Trust or academies to resolve in the role of employer.

Employees may also raise a complaint if they believe they have been bullied or harassed by a third party (such as a visitor or parent) however it should be noted that in such instances there may be limited authority to address the issue.

Employees should be advised that it may be more appropriate to raise certain complaints under the Trust's Employee Grievance Policy and Procedure. This would include concerns relating to their own employment, working environment, terms and conditions or the actions of another employee or manager acting on the Trust's or academy's behalf. On occasions the person considering the complaint may direct the employee to raise their concern under the Grievance Policy should this be more appropriate.

3. Responsibilities of the Trust and Academies

- To provide employees with a clear framework to raise a complaint
- To provide assistance to employees in order to informally resolve a complaint if possible
- To ensure formal complaints are investigated in a thorough and timely manner, providing parties with appropriate written or verbal feedback
- To ensure consistency and fairness of treatment
- To take appropriate action, including disciplinary action, where an instance of bullying and harassment is proven.

4. Responsibilities of the Employee

- To comply with the Trust's Code of Conduct and treat all colleagues and stakeholders with dignity and respect
- To raise concerns at the earliest opportunity and seek resolve matters informally, at an early stage and to consider mediation as a means of resolving concerns
- To engage with managers in seeking to resolve any complaint that has been raised – by attending meetings and / or participating in any investigation and providing relevant information
- To act in a respectful and professional manner towards all parties
- To maintain confidentiality
- To raise complaints only in relation to legitimate concerns and not of a malicious / vexatious nature.

Part B – Procedure

5. Definition

Harassment may be defined as: *“unwanted conduct related to a relevant protected characteristic*, which has the effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual” (Acas).*

*Protected characteristics are defined as: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, sexual orientation.

It should be noted that an employee may also be subject to harassment based on their association with an individual who has a protected characteristic or because it is perceived that they have a protected characteristic.

Harassment related to a protected characteristic is unlawful.

Bullying may be defined as: *“offensive, intimidating malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate or injure the recipient” (Acas).*

Harassment and bullying may take the form of persistent or isolated incidents. It may arise from face to face actions, telephone, written and electronic communications and visual images.

If the behaviour or action is considered by the recipient to be offensive or could reasonably be considered offensive by others, it may constitute bullying or harassment whether intentional or otherwise.

Examples of actions that may constitute bullying or harassment include, but are not limited to:

- Exclusion or victimisation
- Insulting / offensive comments or language
- Inappropriate physical contact
- Inappropriate sexual advances
- Ridiculing or demeaning an individual
- Abuse of authority and use of threats to coerce others by fear
- Withholding information, removing areas of responsibility without discussion or impeding work performance
- Preventing progression by denying opportunities for promotion and training.

6. Timescales for raising a complaint

Unless there are exceptional circumstances, a complaint cannot be raised if the event, act or issue (or last series of acts, events or issues) complained of occurred more than three calendar months prior to an employee raising a complaint.

Should an employee wish to raise a complaint outside of this period they will need to demonstrate that they have made reasonable attempts to resolve the matter informally outside of the process.

7. Authority to Act

The table below indicates the appropriate person for an employee to address a complaint of bullying and harassment to:

Nature of Grievance	Informal	Formal	Appeal
Employee against colleague	Colleague who complaint is about or line manager / Principal	Line Manager/ Principal	Principal or CEO
Employee against immediate line manager	Line manager / Principal or CEO for Trust staff	Principal or CEO for Trust staff	Employee Complaints panel (max 3 Trustees for Central Trust staff or 3 Academy Councillors for academy staff)
Employee against Principal	Principal or CEO	CEO	Employee Complaints panel (max 3 Trustees for Central Trust staff or 3 Academy Councillors for academy staff)

Employee against CEO	CEO or Chair of Trust Board	Chair of Trust Board or Employee Complaints panel (max 3 Trustees)	Appeals Panel – Chair of Trust Board will ask Clerk to assemble (max 3 Trustees)
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In this procedure the manager considering the complaint is referred to as the ‘Complaint Officer’.

Where the Executive Principal model is in place the Head of School may be delegated as the Complaint Officer.

Informal Stage

In the first instance an employee is encouraged to raise concerns informally directly with the individual who they have the complaint against.

If the employee feels uncomfortable doing this they should raise the issue with their line manager / Principal who may be able to facilitate a discussion between all parties regarding the concerns.

In instances where the complaint is against an employee’s line manager / Principal, complaints should be raised with the next level manager, who may be able to facilitate a discussion between all parties regarding the concerns.

If the seriousness of the complaint warrants, an employee may make a formal complaint without having first raised the matter.

Formal Stage

If it is not possible to resolve the matter informally, an employee may raise the matter formally with their line manager / Principal (or the next level of management if the grievance issues involve the line manager).

Complaints against the Principal should be raised with the CEO of the Trust.

It should be noted that at the formal stage the Complaint Officer may be the same person who facilitated a discussion at the informal stage or may be another appropriate manager.

Complaints Raised by the Principal

Where the Principal has a complaint, the matter should be raised formally with the CEO of the Trust or in instances where the complaint is against the CEO the matter should be raised with the Chair of the Trust Board.

Appeals

Appeals should be heard by a manager who is more senior to that who considered the formal complaint. In instances where there is not a higher level of management within the academy structure, appeals may be heard by an Employee Complaint Panel or Appeals Panel comprising no more than three Trustees and / or Academy Councillors.

Right to Representation

Employees who raise or are the subject of a complaint have the right to be accompanied by a workplace colleague or a Trade Union representative at any formal meetings or investigation held as part of the procedure.

Should the employee feel representation may be beneficial during the informal stage of the process they should discuss this with the Complaint Officer. There is no statutory right to representation during the informal stage however this will not unreasonably be refused. The presence of a representative does not make the meeting formal.

8. Timescales

Complaints of harassment and bullying will be addressed promptly and without due delay in achieving an outcome for all parties. Indicative timescales are set out below, however these may vary depending on the circumstances of the case:

Informal Stage	Informal complaint raised	Meeting held and outcome reached as soon as is practicable
	Formal complaint raised	Within 5 working days following the conclusion of the informal stage
Formal stage	Meeting to discuss complaint	Within 10 working days of receipt of formal complaint
	Complaint outcome meeting	As soon as practicable. Where written outcome is adjourned for reasons of investigation within 10 working days of the conclusion of any investigation **
	Lodging of Appeal	Appeal to be made within 5 working days of the receipt of the written outcome of formal complaint meeting
Appeal	Appeal meeting	Within 10 working days of receipt of written appeal
	Written appeal outcome	Within 5 working days of the appeal meeting

For the purpose of this procedure working days will normally refer to the 195 days of the school year for teachers employed under the terms of the School Teachers' Pay and Conditions Document.

With agreement, meetings may take place at a time outside of an employee's normal working pattern.

**Should an investigation be necessary, anticipated timescales for completing this will be communicated. Where additional time is required all parties will be advised.

All parties must take all reasonable steps to avoid delays, make every effort to attend the meetings required under this procedure and to provide any information requested by the Complaint Officer or Investigating Officer promptly.

If an employee exceeds the time limits stated without good reason the complaint will be considered as being out of time and no further action will be taken.

9. Support and Conduct during the process

The Trust and academies acknowledge that they have a duty of care towards all employees and consideration will be given to support or reasonable adjustments required by either party during the process.

Employees are advised that Trade Union representatives will be able to provide support and advice to their members. Employees who are not members of a Trade Union may access support via their identified workplace colleague. Employees may also wish to make use of the Trust's confidential Employee Assistance Programme.

Due respect will be given to the rights of both parties during the process. An objective and balanced approach will be adopted when addressing complaints. Both parties are entitled to a full and fair opportunity to submit their versions of events.

Where both parties to the complaint are present at any meeting, the Complaint Officer should endeavour to facilitate respectful dialogue between the parties to assist resolution. Staff will be

protected from intimidation, victimisation or discrimination for raising a complaint or for having a complaint raised against them. Any form of retaliation against a member of staff may be addressed as a misconduct issue.

10. **The role of Mediation**

Depending on the nature of the complaint, mediation may assist in resolving concerns and is actively encouraged by the Trust. Mediation may be of particular benefit in cases where there is a genuine misunderstanding and / or lack of awareness of how the actions of one party towards another are perceived. It is a voluntary process facilitated by an impartial third party which aims to assist parties in reaching resolution and agreement to a workplace dispute or conflict.

Mediation may be instigated at any stage in the procedure but is encouraged at an early stage as means to improve professional relationships and communication between parties.

During mediation any bullying and harassment process would usually be suspended. If at any point any party wishes to withdraw from mediation they may do so and this procedure may be resumed at the appropriate stage.

11. **Informal action**

It may be that the individual whose conduct is causing offence is genuinely unaware that their actions and behaviour are unacceptable and / or unwanted and a direct approach can resolve the situation without formal action.

An employee is encouraged in the first instance to raise the issue directly and informally with the individual at the earliest opportunity and explain clearly what actions or behaviour is causing offence / distress and request that it stops.

Such an approach may be verbally or in writing. The employee is advised to be as specific as possible, demonstrating what has happened and the impact of this, to enable the individual to respond to the complaint.

It is recognised that due to the nature of such allegations, an employee may be unable or unwilling to raise the issue with the individual. In such a situation the employee may seek the support of the line manager / Principal to facilitate a discussion or make representations on their behalf.

The normal expectation is that both parties would arrange a confidential meeting as soon as possible. The purpose of this meeting is to explore the issues with the aim of informally agreeing a solution or way forward that is mutually acceptable. All parties should reasonably agree to a joint meeting as a normal expectation as a means to seek a resolution to the complaint at this early stage.

Resolutions at an informal stage may include:

- Providing an apology where appropriate
- Acknowledging the distress caused
- Agreeing how future communication may take place
- Agreeing future conduct and standards of behaviour acceptable to all parties
- Seeking commitment to agreed future conduct and behaviour
- Agreeing alternative work patterns / practices for either or both parties subject to operational / organisational requirements
- Exploring counselling or workplace mediation
- Agreeing further training, coaching or mentoring.

Any resolution should take into account Trust and academy policies, procedures and rules.

More than one discussion may be required to achieve a resolution and at the end of the meetings all parties should agree what actions will be taken to achieve an acceptable outcome and the timescales for these. Informal action may be concluded with a written record made detailing the date of the meetings, concerns discussed and outcomes agreed, and this should be shared with all parties.

12. Formal Action

Where it is not possible to resolve the matter informally the employee may wish to raise a formal complaint.

Where an informal resolution attempt has been unsuccessful, if the employee wishes to make a formal complaint, they must do so in writing within five working days of the conclusion of the informal process. All formal complaints should be raised in writing. The Bullying and Harassment Notification Form, attached as **Appendix A**, may be used for this purpose and the written notification should include details as follows:

- The name of the employee(s) whose behaviour he/she believes amounts to harassment or bullying
- The type of behaviour that is causing offence together with specific examples
- Dates, times and places of where incidents of bullying and harassment occurred
- The names of employees or other persons who are witnesses to any incidents, or who themselves may have been victims of harassment or bullying by the same person
- Any informal action that the employee has already taken to try and deal with the bullying and harassment.

In all cases the employee should also clearly state what outcome / proposed action they are seeking by raising the complaint.

The employee should also submit any supporting documentation that is relevant to their complaint.

In most instances where a Complaint Officer was identified at the informal stage – this individual can continue to consider the complaint at the formal stage.

The Complaint Officer will provide the employee with written confirmation of receipt of the complaint and confirmation of who will progress the concern.

13. Formal Meeting to Consider the Complaint

The Complaint Officer will arrange a confidential meeting with the employee raising the complaint usually within ten working days of receipt of the formal complaint.

An employee may be accompanied by a workplace colleague or Trade Union representative at this meeting.

The purpose of the meeting is to:

- Provide an employee with the opportunity to explain their concerns in full and consider / clarify the details of the complaint
- Gather any evidence that the employee wishes to submit in support of their complaint
- Identify any witnesses to the complaint
- Explore and consider the outcome that the employee is seeking
- Determine the outcome of the complaint / reach a resolution at the initial meeting if appropriate
- Determine what further action might be necessary before an outcome can be determined
- Explore other means of resolving the complaint which may be considered as an alternative to undertaking an investigation e.g. a joint meeting, mediation.

If appropriate the meeting may be adjourned by the Complaint Officer in order to:

- Consider the information presented, allow for deliberations and make their decision
- Undertake a simple fact finding exercise themselves; this may include speaking to witnesses and reviewing necessary documents
- Commission a formal investigation and appoint an Investigating Officer
- Identify other resolutions as outlined at the informal stage
- Arrange a joint meeting between the parties or allow time for mediation
- Consider whether any other further action might be appropriate.

It may be that a combination of these actions are appropriate in certain circumstances.

Where it is not possible to provide an outcome to the grievance during an initial meeting, the Complaint Officer will confirm in writing the action that is proposed to progress the complaint and the anticipated timescale for completion.

14. Investigation

Consideration should be given to undertaking as much investigation as is reasonable and appropriate in order to gain a full understanding of the circumstances surrounding the complaint.

Where a formal investigation is necessary this will be undertaken in accordance with the Trust's disciplinary procedure. Any issues of misconduct identified by an investigation will also be addressed under this procedure.

An Investigating Officer will be appointed to objectively establish the facts of the case and determine, on the balance of probabilities, whether there is a case to answer in relation to the complaint of bullying and harassment. Consideration should be given to identifying an appropriate Investigating Officer given the nature of the complaint.

During the investigation a formal interview will take place with the employee who has raised the complaint.

The employee who the complaint has been made against will be notified in writing of the nature of the allegations and be invited to a formal interview and given full and fair opportunity to respond, explain his / her conduct and mitigating circumstances. The employee should be advised that should the complaint be upheld, formal disciplinary action may be taken against them.

Both parties may be accompanied to an investigation meeting by a workplace colleague or Trade Union representative.

The Investigating Officer may also conduct a formal interview with other employees identified as witnesses to the complaint. Witnesses should be advised that information may be used as evidence and / or they may be called as a witness at a subsequent hearing.

A written record will be made of all interviews conducted during the investigation and a written report will be produced of the investigation findings and shared with the Complaint Officer.

The investigation findings will inform the basis of the Complaint Officer's response to the complaint.

It may not be appropriate or useful in resolving the complaint to share the full investigation report with the parties of the bullying and harassment complaint. In such circumstances a summary document or anonymised text may be made available as the Complaint Officer considering the complaint deems appropriate.

Should the matter subsequently be considered under the Trust's disciplinary procedure the investigation report may be shared as evidence for this process.

15. Communicating the Outcome

Having considered the matters raised, the Complaint Officer may be able to determine the outcome of the complaint or agree actions to address the complaint raised and resolve the complaint during the course of the initial formal meeting. Where this is not possible the formal meeting will be reconvened at the earliest opportunity following the completion of any investigation or agreed actions to allow the outcome to be communicated.

The outcome communication meeting will be arranged without undue delay and where possible within ten working days of the conclusion of any investigation or other follow up action where this is necessary.

The Complaint Officer may determine the following outcomes:

- The complaint is upheld in full, or
- The complaint is upheld in part, or
- The complaint is rejected.

Communication should also include the reasons for the decision and any recommendations such as training and mediation to resolve the situation. Any resolution should take into account Trust and academy policies, procedures and rules.

The Complaint Officer should also advise the employee of the right of appeal against the decision.

Where possible the employee will be advised verbally of the outcome at the conclusion of the meeting or following any deliberations that may be necessary. In all instances the employee will be notified in writing usually within five working days of the date following the meeting or the decision being reached. The written outcome will include reasons for the decision, a summary of facts considered, any recommendations or agreed actions and the right of appeal.

Where the complaint is upheld in part or in full, consideration will be given as to whether there is either a matter to be considered under the Trust's disciplinary procedure or whether further informal action is appropriate.

It should be noted that where a complaint is upheld, the employee who raised the complaint does not have the right to know what future formal / informal disciplinary or management actions may be taken against the individual.

Appropriate information will be made available about the investigation and complaint outcome to the employee who the complaint is against along with any relevant recommendations to support the ongoing relationship between the parties.

16. **Appeal Meeting**

Where an employee feels that their complaint of bullying and harassment has not been satisfactorily resolved they may appeal against the outcome.

Appeals should be made in writing to the Complaint Officer, within five working days of receipt of the written outcome. The letter of appeal should clearly state the specific grounds on which the employee is making the appeal and why they are dissatisfied with the decision. A copy of the original written bullying and harassment notification form / letter and any supporting documentation should also be submitted.

An appeal meeting will be arranged without undue delay and where possible within ten working days of receipt of the written appeal.

The appeal meeting will be heard by an Appeal Officer, a more senior manager than the original Complaint Officer. Where there is no more senior manager, the appeal may be heard by an Employee Grievance Panel or Appeals Panel, consisting a maximum of three Trustees and / or Academy Councillors. Those considering the appeal will not have had involvement in the complaint at the earlier stages.

An employee may be accompanied to an appeal meeting by a workplace colleague or Trade Union representative. At the appeal meeting the Appeal Officer or Panel will review:

- The original complaint outcome decision
- The employee's reasons for raising an appeal
- Any new evidence or information presented by the employee directly relevant to the initial complaint.

The Complaint Officer who considered the complaint at the earlier stage may be called as a witness to the appeal meeting.

Based on the information presented, the Appeal Officer or Panel may determine the following outcomes:

- The original decision is upheld in full, or
- The original decision is upheld in part, or
- The original decision is overturned.

In addition to the above the Appeal Officer or Panel may recommend that further action such as mediation or training be considered to resolve the situation.

Where possible the employee will be advised verbally of the outcome at the conclusion of the meeting or following any deliberations that may be necessary. In all instances the employee will be advised of the outcome in writing usually within five working days of the date of the meeting or the decision being reached. This will include:

- The outcome and reason for the decision
- A summary of the facts that the Appeal Officer or Panel considered in coming to the decision
- Any recommendations or agreed actions for the parties to take.

Where the complaint is against another employee they will be notified of the appeal outcome. This may be in writing or at a meeting.

Appropriate information will be made available about the appeal outcome to the employee who the complaint is against along with any relevant recommendations to support the ongoing relationship between the parties.

The outcome of the appeal is final and there is no further right of appeal.

17. Supporting Documents

Any documents or relevant information that would assist in the exploration or resolution of the complaint should be shared by the employee as soon as is practical in advance of the formal meeting to consider the complaint. Any information which the employee wishes to submit as part of their appeal should be received no later than three working days prior to the hearing.

18. Involvement of Other Parties / Witnesses

In certain instances it may be appropriate to allow other parties / witnesses to attend the formal or appeal meeting where their contribution may assist in understanding the issues being raised. However in most cases this will not be necessary as information will be gathered during any fact finding or investigation process.

Should an employee wish to request that another party attends the complaint or appeal meeting they should advise the Complaint Officer who will consider each request on a case by case basis.

19. Non Attendance at Formal / Appeal Meetings

Employees are expected to attend and participate in all meetings. Where an employee or their representative is unavailable to attend they should inform the Complaint Officer / Appeal Officer / Panel at the earliest opportunity.

If an employee's representative is unavailable the formal grievance meeting / appeal may be deferred up to five working days from the date of the original hearing.

The Complaint Officer / Appeal Officer will give due consideration to any other request for postponement taking into account the individual circumstances and the reason for non-attendance.

Should an employee or representative fail to attend a rescheduled meeting or fail to make written representations, the Complaint / Appeal Officer may decide that the meeting may proceed in their absence and a decision made based on the available information.

Other than in exceptional circumstances only one postponement will be granted. Thereafter the meeting will proceed whether or not all parties attend.

20. Action Pending the Outcome of the Process

Pending the outcome of the formal stage, consideration will be given to any actions that may be appropriate to alleviate the circumstances which gave rise to the complaint.

This will include consideration of the ability of the two parties to continue to work together, which may necessitate a temporary change to working arrangements or line management responsibilities of either party, subject to the operation requirements of the Trust / academies. Any change would be temporary, pending the outcome of the bullying and harassment process.

21. Support Following the Conclusion of the Process

All parties are expected to work together in a professional and constructive manner following the conclusion of the process. However it is recognised that ongoing support may be required to re-build damaged working relationships.

Where both parties are expected to continue working together they will be invited to attend separate meetings with the Principal / line manager to discuss the outcome of the investigation and appropriate ways forward. Following this, consideration will be given to a joint meeting.

The purpose of these meetings is to:

- Discuss future working relationships
- Agree future standards of behaviour or expectations which are acceptable to both parties
- Agree alternative work patterns / practices for either or both parties
- Explore counselling or workplace mediation
- Agree appropriate support / guidance / training
- Consider strategies to prevent a repetition of such concerns.

Consideration will be given to the appropriate timing of such meetings in a situation where further disciplinary action arising from the complaint may be pending.

Notes may be taken during such meetings and any agreed actions may be confirmed in writing.

Working relationships will continue to be monitored between the parties to ensure no repetition of behaviour / actions or subsequent victimisation of either party.

22. Concurrent Management Action

Employees are advised that reasonable management action to address concerns relating to employment matters should not automatically be perceived in itself as a reason to raise a complaint of bullying and harassment.

In the event that an employee raises a complaint of harassment or bullying in the course of a disciplinary or capability process, both processes may continue concurrently.

Additional measures may be considered to safeguard both parties until the ongoing disciplinary or capability process is concluded.

However, each case will be considered on its merits to ensure that the academy is acting reasonably.

23. Absence During the Process.

In instances where the absence of either party arises following a complaint, the academy will seek early advice from Occupational Health on how to support the employee in the management of the absence.

In cases of absence from work of one of the parties, consideration will be given as to how best to progress the complaint. The Complaint Officer may, at their discretion, decide to proceed with the

Appendix A: Bullying and Harassment Notification Form

Employee Name:	Employee Job Title:
Place of Work:	Date Complaint raised:
Trade Union Representative/ Workplace Colleague	Name: Email: Contact Tel No:
If your complaint is against an individual please provide name their name and job title	Name: Job Title

Summary of complaint: *Set out the details of your complaint (providing as much detail as possible, particularly dates, times, locations and the identities of those involved). You may attach additional sheets or supporting documents if required.*

Individuals involved in the alleged incident / complaint: *Provide here the names and contact details of any people involved in your complaint including witnesses*

Informal action to resolve the issue: *Please provide details of any action that you already taken to try to resolve your complaint and why this did not work.*

Outcome requested: *Please set out what outcome you are seeking from your complaint, and why and how you believe this will resolve the issue.*

Declaration: *I confirm that the above statements are true to the best of my knowledge, information and belief.*

Signature:

Name:

Date:

For Completion by the Complaint Officer:

Date Form received:	
Date of Bullying and Harassment meeting:	
Date investigation commissioned if applicable:	
Date of outcome meeting:	
Date employee notified of outcome in writing:	
Date appeal received:	
Date employee advised of written appeal outcome:	