

ELA TRAINING SERVICES

Dignity Policy and Procedure



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Dignity Policy and Procedure

Statement of Intent

ELA Training Services believes that the dignity of every person must be respected. It is ELA Training Services intention to provide a work environment free from verbal, physical and visual harassment or behaviour, which may be objectionable or offensive to employees, learners, associates and any other stakeholder. Harassment or bullying behaviour is totally unacceptable conduct whether carried out by a learner, any member of staff or associate, employer or any other stakeholder and will normally be regarded as gross misconduct under the disciplinary process. All employees and associates should be sensitive to the individual rights and feelings of their colleagues. The highest standards of conduct are required of everyone, regardless of seniority.

Definition and Scope

ELA Training Services recognises that bullying and/or harassment can take many forms. One form of harassment is sexual, which includes, but is not limited to, unwelcome sexual advances, requests for sexual favours and other verbal, visual or physical conduct of a sexual nature by one employee towards another.

Racial harassment, which covers any verbal, visual or physical conduct, which causes embarrassment or distress to another employee with a perceived difference of colour, ethnicity or religion.

Additionally, an employee could be subjected to bullying and/or harassment on grounds of:

- Their religious or political convictions
- Their disability, sensory impairment, learning difficulties or other perceived disability
- Their sexual orientation
- Their gender
- Their age
- Their status as a Transgender individual
- Their socio-economic background
- Their mental capacity (or perceived mental capacity)
- Their membership or non-membership of a trade union

Bullying and/or harassment may result in the recipient feeling threatened, degraded, offended, humiliated, intimidated, patronised, demoralised or less confident in their ability. Or it may result in violating the recipient's dignity. Condoning such conduct may be bullying and/or harassment in itself. A single incident can amount to bullying and/or harassment if sufficiently grave.



Examples of unacceptable conduct include: (this list is not exhaustive)

- Verbal abuse or insulting behaviour
- Sexist or racist jokes, jokes about an individual's sexual orientation or jokes about an individual's physical or mental attributes
- The display or circulation of sexually suggestive or racially abusive material
- Bullying, coercive or threatening behaviour
- The ridicule or exclusion of an individual for cultural or religious differences, on the grounds of sex, sexual orientation or on the grounds of disability
- Unwelcome sexual advances including touching, staring or commenting
- Comments of a sexual nature about a person's appearance or dress
- Pushing, shoving, spitting, pinching and beating
- Mocking, insulting, name-calling, comments that make you feel uncomfortable, telling malicious lies and spreading rumours
- Secretly damaging possessions, making someone an object of fun or shame and spreading malicious rumours.

ELA Training Services does not tolerate any form of harassment or bullying of other people in any form whatsoever. We will draw on the experience of the victim to determine whether an incident falls within the meaning of bullying and/or harassment. There is an absolute obligation on ELA Training Services to investigate all complaints and to act where necessary.

Bullying / harassment Procedure

Stage 1 – Informal

If you are the recipient of unwanted conduct amounting to bullying or harassment you may try to resolve the problem yourself, if you so prefer, by explaining to the individual/s concerned that the behaviour is not welcome, that it offends or makes you uncomfortable and that it interferes with your work. Anyone who has been subjected to bullying or harassment behaviour by a fellow learner, colleague (regardless of seniority) or employer may seek confidential assistance from a member of the management team. An informal approach to one of these people will be completely confidential and will not result in any report to anyone within the company unless you agree. You must be aware that ELA Training Services cannot take action to protect you from specific harassment or to punish the proprietor of such harassment if you require complete confidentiality. The assisting person will endeavour to support you but will not be able to take further action.

If you prefer, where you find it too difficult or embarrassing to take up the matter yourself, the assisting person will participate in an informal meeting between you and the individual concerned or will, at your request, approach the individual on your behalf. The informal stage will not result in any formal internal investigation or disciplinary action (unless gross misconduct applies) but is intended to enable you to resolve the matter yourself without it going any further in the company.



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Stage 2 – Formal

Where informal resolution is not appropriate, is not requested or where the outcome has been unsatisfactory then you should use the grievance procedure to bring the matter to the attention of the Chief Operating Officer. Where this is inappropriate, any complaints should be referred to your manager.

All complaints will be thoroughly and promptly investigated. They will be conducted in an independent and objective manner by someone unconnected with the allegations and at least of equal grade/status with the alleged harasser.

Investigations will be carried out with sensitivity and with due respect for the rights of both the complainant and the alleged bully/harasser. All those interviewed will be permitted to be accompanied by a friend or colleague.

Wherever possible consideration will be given to ensuring the complainant and alleged harasser are not required to work together whilst the complaint is under investigation. The results of the investigation will be made known through the normal procedure.

All investigations will be carried out in accordance with ELA Training Services policies relating to equality & diversity, confidentiality, disciplinary and grievance procedures.

Employees should note that an employee who, after investigation, is thought to be guilty of harassment would be subject to the Disciplinary Procedure. Any employee who is found to be guilty of making a malicious claim of harassment against another employee will also be subject to the Disciplinary Procedure and depending on the circumstances, the action may be regarded as gross misconduct.

ELA Training Services reserves the right to, in extreme circumstances; refer the matter to external agencies such as the Police. It is the employee's responsibility to report bullying, harassment or discrimination. This may be directed at them personally or may be directed against other people.

ELA Training Services learners, employees or associates, employers or any other stakeholder are encouraged to:

- Respect other people, their space and their belongings
- Demonstrate kindness
- Not walking away if we see someone being bullied
- Report incidents of bullying, including peer- to- peer bullying, and cyber bullying.



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ELA Training Services learners and stakeholders are given the following advice about bullying:

- Talk to or contact someone you trust, such as your friend or if the subject is 16-18 years old, contact Childline on 08001111 or Samaritans on 116123 to talk to someone you don't know, safely.
- Be persistent. If the first person you talk to doesn't help, don't give up. Speak to someone else.
- If you can, write down everything that has been said or done to hurt you. Try to write down how you feel. When you have found someone, you can trust, discuss what you have written.
- Ask the person you talk to not to do anything without telling you about it first. You have a right to know what is being done on your behalf and to say whether you think it is a good idea or not.
- Email ELA Training Services at safe@ela-training.co.uk
- Most importantly, do something. Sometimes bullying stops quickly but doing nothing means it may continue until someone is seriously upset or hurt.
- Don't ignore it or hope that the matter will simply "go away".

Review

The effectiveness of this procedure and associated arrangements will be reviewed annually under the direct supervision of the Chief Operating Officer.

Adoption Date	Updated	Review Date	COO
08/2024	10/07/2025	01/07/2026	



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