

Dignity at Warwick

Informal Options

If you feel you have been or are being subjected to harassment or bullying by a member of staff, a student, or any other party, do not feel that it is your fault or that you should have to tolerate it. Possible informal options to address your concerns include:

| Talk to a Dignity Contact | What should you do? | Benefits |
|---|--|---|
| <ul style="list-style-type: none"> Visit the Dignity at Warwick webpages http://www2.warwick.ac.uk/services/equalops/dignityatwarwick/ Choose or approach one of the trained Dignity Contact's. You may approach any of the contacts directly from the list (this can be within or outside of your department.) Discussions take place via email, telephone or in person | <ul style="list-style-type: none"> When meeting with a Dignity Contact provide all information on why you feel you are being bullied or harassed to enable the dignity contact to provide you with the options available to you Keep an Aide Memoire, this will assist in recording your thoughts in relation to bullying and harassment. A template is available on the Dignity at Warwick webpages | <ul style="list-style-type: none"> Clearer understanding of the options available to you Sometimes just talking things through with someone impartial can help A confidential anonymous informal record will be kept of the meeting, this allows the Equality and Diversity team to monitor patterns within a department and the usage of the Dignity Contacts |
| Talk to the person concerned | What should you do? | Benefits |
| <p>This is appropriate when:</p> <ul style="list-style-type: none"> There are times when the working relationship is acceptable. The problems are recent Both parties are assertive (i.e. not passive or aggressive) | <ul style="list-style-type: none"> Seek advice from a Dignity Contact Arrange a convenient time for both parties to meet Identify the behaviour you find unacceptable and explain why you find it offensive. | <ul style="list-style-type: none"> Issues can be resolved quickly Relationships can be improved Identify training requirements |

| | | |
|---|--|--|
| | <ul style="list-style-type: none"> If the offender is a third party or contractor, the Head of Department or appropriate manager should be informed. | |
| Writing a letter | What should you do? | Benefits |
| <p>This is appropriate when:</p> <ul style="list-style-type: none"> Talking to the person has not resolved the problem A meeting is not possible (time, distance) An individual does not feel comfortable talking face to face | <ul style="list-style-type: none"> Identify the behaviour you find unacceptable and explain why you find it offensive. Seek advice from a Dignity Contact Consider the content of the letter carefully Don't personalise the letter Don't be too emotional/emotive in your language | <ul style="list-style-type: none"> Acts as a record Can request a written response Enables you to describe clearly what you want to say Enables the individual concerned to think about their response |
| Mediation | What should you do? | Benefits |
| <p>This is appropriate when:</p> <ul style="list-style-type: none"> There is a need for additional support in dealing with the problem Both parties are willing to try and resolve the issue | <ul style="list-style-type: none"> Contact your HR Advisor for further advice on Mediation Try and resolve the issue informally with the options provided above | <ul style="list-style-type: none"> The mediator will suggest ways forward Assess the best way to bring the parties together Explore the issues and how to build a better future working relationship |

Dignity at Warwick

Formal Options

If the issue is not resolved by an informal approach you may decide to raise the matter formally under the University's arrangements for dealing with grievances, further information can be found at: <https://www2.warwick.ac.uk/services/humanresources/internal/policies/grievance>

| Formal Process | What should you do? | Benefits |
|--|---|--|
| <p>This is appropriate when:</p> <ul style="list-style-type: none">• The issue cannot be resolved by an informal approach• The issue is too serious to be dealt with informally | <ul style="list-style-type: none">• Refer to the webpage above and contact your HR Advisor for further advice on making a formal complaint• Keep an Aide Memoire• Be able to provide information on the type of conduct that is causing offense, together with specific examples• Date/times when incidents occurred• The names of any staff/students who witnessed the incidents• Provide details of any actions you have taken to try and resolve the matter | <ul style="list-style-type: none">• The mediator will speak to both parties by speaking confidentially to all involved (Please note a mediator may not be involved in the Formal Procedure)• Assess the best way to bring the parties together• Explore the issues and how to build a better future working relationship |

IN ALL CASES STAFF AND STUDENTS SHOULD REFER TO THE DIGNITY AT WARWICK POLICY IN THE FIRST INSTANCE