

Bullying

Health and Social Care Standards:

3.3 I have agreed clear expectations with people about how we behave towards each other, and these are respected.

3.7 I experience a warm atmosphere because people have good working relationships.

4.23 I use a service and organisation that are well led and managed.

Stramash intends to provide a happy and welcoming environment in which no one feels threatened or intimidated.

Stramash will not tolerate any form of discrimination, harassment or bullying

As per the guidance given in **The Equality Act 2010**¹ Stramash acknowledges that it is illegal to discriminate against a person on the grounds of their race or ethnicity, their disability, their gender or sexual orientation, their age or religion and as a result, **Stramash will not tolerate discrimination in any form**. Discriminatory actions and behaviours from or towards visitors, staff or service users will be challenged.

This approach will also be applied to cases where there is found to be harassment or bullying occurring.

Bullying is defined as the use of aggression with the intention of hurting another person which causes pain and distress for the victim. Bullying is an unacceptable form of behaviour through which an individual or group of individuals feel threatened, abused or undermined by another individual or group of individuals - for example

- Threats of or actual physical violence;
- Unpleasant or over repeated jokes about a person;
- Unfair or impractical work loading.

Bullying behaviours from or towards visitors, staff or service users will be challenged.

Harassment is defined as any conduct which is unwanted by the recipient, or any such conduct based on the grounds of bias or discrimination that affects the dignity of any individual, or group of individuals at work. Harassment may be repetitive, or an isolated occurrence against one or more individuals - for example:

- Patronising or belittling comments;
- Comments about appearance/body/clothes;
- Leering or staring at a person's body;
- Unwelcome sexual invitations or pressure;
- Touching, caressing, hugging or indecent assault.

Harassment from or towards visitors, staff or service users will be challenged.

¹ [The Equality Act \(2010\) UK Government](#)

Stramash implores any staff member who feels they are experiencing or have witnessed discrimination, bullying or harassment to report it to their Team Leader, or next available senior member of staff (Snr Team Leaders or CEO).

Any reports made will be investigated thoroughly and, where possible, informal resolutions will be sought and agreed between the parties concerned, but if this is not possible due to the seriousness of the incident(s) then further action will be taken.