

How to deal with a complaint of bullying and harassment

The University has policies and procedures to address complaints of bullying and harassment. In your role as a manager you could be approached by someone who feels that they are being subject to bullying and harassment in the workplace. In this event you should:

- Familiarise yourself with the Dignity at Work Policy and Procedure
- Take advice from your HR Partner if required.
- Talk to the individual about what they want to do next. They could choose to raise a formal complaint, but they can also choose to deal with the matter informally in the first instance. Make sure they know that this is their choice but support is available whatever option they choose. They may need time to make their mind up.
- You can refer them to a Harassment Advisor, a programme supported by our Equality and Diversity team. More information can be found [here](#).
- Mediation is another opportunity for informal resolution; the University has a team of volunteer, qualified mediators. More information can be found [here](#).
- The University also has a confidential 'report and support' function for bullying and harassment issues. More information can be found [here](#).

Remember that coming forward to raise an issue can be very difficult for individuals and they may need your support.

It is also possible that you could be approached by someone who has observed potential bullying and harassment, but they are not the recipient of the behaviour. In this case you should note the relevant facts and then discuss potential next steps with your HR Partner.