

Bullying and Harassment Policy and Procedures

1. Policy Statement

CRESS UK is committed to providing a safe, respectful, and inclusive environment where all employees, volunteers, trustees, and beneficiaries are treated with dignity. Bullying and harassment of any kind will not be tolerated under any circumstances.

We believe that everyone has the right to work or volunteer in an environment free from intimidation, hostility, and offensive behaviour.

2. Purpose

This policy aims to:

- Define bullying and harassment
- Prevent inappropriate behaviour within the charity
- Outline procedures for dealing with complaints

3. Scope

This policy applies to:

- All staff, volunteers, and trustees
- Contractors, consultants, and partners
- Any activities conducted in the charity's name or on its premises

4. Definitions

Bullying: Repeated, unreasonable behaviour that demeans, intimidates, or humiliates an individual. This can include verbal abuse, undermining work, spreading malicious rumours, or exclusion.

Harassment: Unwanted conduct affecting the dignity of individuals that creates an intimidating, hostile, degrading, or offensive environment. It may relate to protected characteristics under the Equality Act 2010, such as race, gender, age, disability, sexual orientation, or religion.

Harassment and bullying can be physical, verbal, written, or online.

Responsibilities

Trustees

- Ensure a culture of dignity and respect is upheld
- Review complaints fairly and independently

Managers and Supervisors

- Lead by example
- Address issues promptly and sensitively
- Ensure staff and volunteers understand the policy

All Individuals

- Treat others with respect and dignity
- Report concerns or incidents promptly
- Cooperate with investigations and resolution processes

6. Reporting Procedures

Anyone who believes they are being bullied or harassed should take the following steps:

Step 1: Informal Resolution

- If possible, speak directly with the person involved and explain how their behaviour affects you.
- If you are uncomfortable doing this, speak with the CEO or one of the Trustees.

Step 2: Formal Complaint

- Submit a written complaint to your line manager or designated safeguarding officer.
- The complaint will be acknowledged in writing and an investigation will begin.

Step 3: Investigation

- An impartial person will be appointed to investigate the complaint.
- Both parties will have the opportunity to present their version of events.
- Confidentiality will be maintained as far as possible.

Step 4: Outcome and Resolution

- Findings will be shared with both parties.
- If the complaint is upheld, appropriate action will be taken, which may include mediation, training, disciplinary action, or dismissal.
- If the complaint is not upheld, reasons will be given and support offered to both parties.

7. Protection from Victimisation

CRESS UK will not tolerate retaliation against anyone who raises a concern in good faith. Any such retaliation may result in disciplinary action.

8. Confidentiality

All complaints will be handled confidentially and in accordance with data protection laws. Information will be shared strictly on a need-to-know basis.

9. Training and Communication

All staff, volunteers, and trustees will receive training on recognising and preventing bullying and harassment. This policy will be communicated during induction and regularly reviewed.

10. Policy Review

This policy will be reviewed annually or in response to legal or organisational changes.

CONTACT DETAILS

This policy has been approved and authorised by the Trustees:

Name:	Jeremy Metcalfe OBE
Position:	Chair of the Trustees
Date:	1 June 2025
Signature:	
Policy version:	June 2025
Date of Review:	June 2026
Contact:	info@CRESSUK.org