**BULLYING AND HARRASSMENT**  
*(Policy Against Bullying and Harassment)*

If you think that you are the victim of bullying, harassment or discrimination and you want to do something about it, this Policy gives you both informal and formal ways of seeking a solution.

It is designed to give you choices of how the matter is dealt with and to give you some control over the route which is taken.

**Informal Advice / Trusted Partners**

There is a range of people across the Trust who you can go to for informal advice. They are not part of any formal process and they will simply listen and provide information.  
*(Please see reverse of leaflet for names and numbers.)*

This gives you the opportunity to talk through your concerns without committing to anything at this stage. You can simply share your worries and find out about the options.

The independent advisors treat information as totally confidential and will not take any action without your permission.

**Formal Advice**

Some staff feel sufficiently strongly that they know they wish to raise their concerns on a formal basis.

In these circumstances, it can be done either through your line manager, trade union representative or the HR Department, all of whom will give you advice on how to proceed.

They will explain the process to you fully and ensure that you are properly informed before you decide to go ahead.

The Trust takes the issues of bullying and harassment extremely seriously and all formal complaints will be fully investigated. It also recognises this can be very stressful for you and in such cases they will provide appropriate support for you throughout the investigation.

Please note this policy applies to all staff regardless of grade.

If you are a victim of bullying or harassment, please don't suffer in silence – talk to someone who can help.

**STAFF CONCERNS ABOUT STANDARDS OF CONDUCT AND PATIENT CARE**  
*(Policy 056)*

If you observe another member of staff acting in a way that you believe may be inappropriate or detrimental to patient care, it can be very difficult knowing just what to do about it. Often people feel they cannot raise their concerns because the person is senior to them, or alternatively, they believe it will get a colleague into trouble.

The Trust has developed this Policy to encourage staff to feel supported in raising concerns and to give them the confidence to do so. It attempts to move away from a blame culture and instead to continuously learn lessons from our investigations which will improve patient care.
Who can you go to?

Most staff who observe something that worries them simply want to talk about it first to someone who can share the burden and help them decide what to do.

We have therefore asked a number of people from different health care professions to provide this support. *(Please see list of names on this leaflet.)* They will not take any formal action without your permission, but instead will try to offer guidance and advice.

Investigating Concerns

If you decide to raise your concerns formally, ie you want the Trust to investigate further, then you can report it to your manager, HR or the trade union.

They will then begin an initial investigation to look at your concern in more detail. They will ensure that the investigation is sensitive and confidential, with an emphasis wherever possible on non-blame.

Staff should be reassured that most investigations result in us identifying a need for training or change of practice rather than disciplinary action.

Staff who raise concerns are always taken seriously and, in many cases, their actions have improved patient care.

We know it takes great courage to report concerns about patient care and we hope this Policy will provide you with the support you need.

RAISING A GRIEVANCE

*(Policy PP 035)*

The Grievance Policy and Procedure is designed to give staff a formal process to use when they feel they have been unfairly treated. Typical examples would be where their job has been changed without consultation, problems with their physical working environment or that someone has behaved inappropriately towards them (eg being very rude).

The procedure is easy to use with four levels of management available to hear your concerns (ie Supervisor to Chief Executive). This ensures that if you are not satisfied with the outcome of your first grievance hearing, then you can refer the matter to a more senior manager.

However, the first stage of this policy is an informal meeting with your manager, with support from Personnel and the trade union. You would be surprised how many grievances are resolved (and amicably) at this stage.

Who can provide you with further information?

Any manager, Human Resources or trade union representative.

WHERE TO GET INDEPENDENT ADVICE

The people listed here are staff who have agreed to support their colleagues in raising concerns. They have been chosen for two reasons:

To cover as many specialities as possible in order to try to provide an advisor who understands your work area;

Rowan Procter
Executive Chief Nurse 01284713500 or Ext. 3500 rowan.procter@wsh.nhs.uk

Rosie Varley
Non-executive Director 01284 753135 rosievarley@btinternet.com

Chris Fell
Workforce Training Coordinator 01284 712630 or Ext 2630 chris.fell@wsh.nhs.uk

Denise Needle
Deputy Director of Workforce 01284 712791 or Ext 279 denise.needle@wsh.nhs.uk

David Swales
Assistant Director of Finance 01284 712963 or Ext 2963 david.swales@wsh.nhs.uk

Nigel Beeton
Imaging Services Manager 01284 712963 or Ext 3094 nigel.beeton@wsh.nhs.uk

Jane Chilvers
Ward Manager Foundation Governor 01284 713383 or Ext 3383 jane.chilvers@wsh.nhs.uk

Nick Finch
Buyer/Staff Foundation Governor 01284 712828 or Ext 2828 nick.finch@wsh.nhs.uk

Charlotte King
Ward Manager F8 01284 712902 or Ext 2902 charlotte.king@wsh.nhs.uk

Gill Swash
PA to Service Manager and Matron - Surgical Services 01284 713751 gill.swash@wsh.nhs.uk

Denise Pora
Medical Education & Education Centre Manager 01284 713342 Ext 3342 denise.pora@wsh.nhs.uk