**Bullying**

Related Policies and Guidance

* Equal opportunities policy
* Complaints procedure policy
* Safer recruitment policy
* Staff induction, training and development policy
* Promoting positive behaviour policy
* The Equality Act 2010
* Health and Social Care Standards 1.1 / 1.2 / 3.3 / 3.7 / 3.20 / 4.3 / 4.23

Policy Statement

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

**Kinder Croft will not tolerate any form of discrimination, harassment, or bullying.**

As per the guidance given in ​**The Equality Act 20101** Kinder Croft 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, **Kinder Croft 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.

Kinder Croft implores any staff member who feels they are experiencing or have witnessed discimination, bullying or harassment to report it to their Team Leader, or next available senior member of staff (Manager or board member).

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.

**Health and Social Care Standards**

*1.1 I am accepted and valued whatever my needs, ability, gender, age, faith, mental health status, race, background or sexual orientation.*

*1.2 My human rights are protected and promoted and I experience no discrimination.*

*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.*

*3.20 I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities.*

*4.3 I experience care and support where all people are respected and valued.*

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

Signed: Joni Mackay

Date reviewed: 24/05/23

Date for Next review: 24/05/24