



Bullying and Harassment Policy and Procedures – Work Avenue

Work Avenue is committed to providing a safe and respectful environment for all staff, volunteers, clients, and visitors. This policy sets out our commitment to preventing bullying and harassment and outlines the procedures for handling concerns, in line with Charity Commission expectations and relevant UK employment legislation.

1. Policy Statement

Work Avenue does not tolerate any form of bullying or harassment. We will take all allegations seriously and deal with them promptly, fairly, and sensitively. All individuals have the right to be treated with dignity and respect at all times.

2. Definitions

- Bullying is offensive, intimidating, malicious or insulting behaviour that undermines, humiliates or injures the recipient.
- Harassment is unwanted conduct related to a protected characteristic that violates someone's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment.

Protected characteristics include age, disability, gender reassignment, race, religion or belief, sex, and sexual orientation.

3. Scope

This policy applies to all staff, trustees, volunteers, contractors, and anyone working on behalf of Work Avenue. It covers behaviour in the workplace, at work-related events, and online interactions.

4. Responsibilities

All individuals associated with Work Avenue are responsible for treating others with respect and for helping to create a positive working environment. Managers and trustees have a duty to address inappropriate behaviour and support affected individuals.

5. Procedures for Raising Concerns

Anyone who believes they are experiencing bullying or harassment is encouraged to:

- First, if appropriate, speak to the person involved to explain how their behaviour is affecting them.
- If informal resolution is not possible or appropriate, they should raise the concern with their line manager, HR representative, or a designated trustee.
- All complaints will be taken seriously, investigated promptly and handled confidentially.

6. Investigation Process

An impartial investigation will be conducted, and all parties will be given the opportunity to present their views. Investigations will be concluded promptly. If the complaint is upheld, appropriate action will be taken in line with Work Avenue's disciplinary procedures.

7. Support and Protection

Individuals who raise concerns in good faith will be protected from victimisation or retaliation. Support will be made available to those involved, including access to further guidance or counselling if required.

8. Monitoring and Review

This policy will be reviewed annually by the Board of Trustees or more frequently if required. Feedback from staff and volunteers will be used to inform improvements.

Policy Reviewed July 2025

Next Review July 2026