



Raising concerns about bullying or harassment

Your guide



Your guide to raising concerns about bullying or harassment

At Highland Hospice, we want you to feel respected, valued, and safe at work. If you ever experience or witness bullying or harassment, this guide explains what you can do and how we will support you.

We aim to:

- Give you a safe and supportive space to resolve concerns early and constructively.
- Provide a formal process if the issue is serious, persistent, or cannot be resolved informally.

It applies to behaviours from colleagues or people from other organisations that affect your working environment. Bullying or harassment can happen face to face, in writing, verbally, or online (including cyberbullying).

What do we mean by bullying and harassment?

- Bullying is behaviour that intimidates, humiliates, or undermines you. It can be offensive, malicious, or an abuse of power.
- Harassment is unwanted behaviour linked to a personal characteristic that makes you feel degraded, offended, or unsafe.

Protected characteristics include:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

Harassment can also relate to other personal traits, such as appearance or social status.



What you can do

Start with early resolution

If you feel able, the quickest way to resolve an issue is to let the other person know how their behaviour affects you. You can:

- Speak to them directly – explain what behaviour concerns you and ask them to stop.
- Write to them – if speaking feels too difficult.
- Ask for support – a manager or HR can help by facilitating a conversation.
- Try mediation – a confidential process with an impartial mediator to help both sides find a way forward.

You can bring a colleague or trade union representative for support at any stage.

If early resolution doesn't work

If the behaviour continues or is serious, you can raise a formal complaint. Here's what happens:

- Write to your manager (or the next level if needed) explaining what happened.
- Your manager will acknowledge your complaint within seven days and explain the next steps.
- An investigation will take place. Possible outcomes include:
 - o The complaint is not upheld.
 - o The complaint is upheld with learning actions.
 - o The complaint is upheld and referred to a formal conduct hearing.

You'll receive feedback and a written outcome.



Your role

- Speak up early if something feels wrong.
- Take part in the process openly and constructively.
- Keep things confidential to protect everyone involved.

Our role

- Listen and support you.
- Make sure the process is fair and respectful.
- Offer wellbeing support, including occupational health and mediation.

If you still have concerns

If you're unhappy with the outcome of a formal investigation, you can request a review within 14 days. We will explain how to do this in your outcome letter.

Working together after a complaint

Sometimes you and the other person may still need to work together. We'll help by:

- Offering support and check ins.
- Facilitating conversations to rebuild trust.
- Considering mediation if helpful.

After you leave Highland Hospice

If you raise a complaint after leaving, we'll try to review and respond within 28 days.

Remember

You are never wrong to raise a concern. We will treat you with dignity and respect throughout the process. Our goal is to make Highland Hospice a safe, supportive place for everyone.



Further information

You can find the Bullying and Harassment Policy, along with the Grievance Policy, on the G-Drive and the staff intranet. If you're unsure how to access them, your line manager or a member of the HR team will be happy to help.



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