

Middlesex Advanced Motorcyclists

Group Complaints

Procedures

Anti-Harassment and Bullying Policy

The purpose of this policy is to ensure that all IAM RoadSmart volunteers, staff and representatives are treated and treat others with dignity and respect, free from harassment and bullying. Harassment and bullying not only contravene our ethical standards, but are also unlawful and, therefore, will not be tolerated.

It is the responsibility of all to treat their colleagues with dignity and respect and to consider whether their words or conduct could be offensive to others. Even unintentional harassment or bullying is unacceptable. For this policy to succeed, every member of staff should ensure that they take the time to read and understand it.

IAM RoadSmart will take all allegations of harassment or bullying seriously and address them promptly and confidentially where possible.

Victimisation of those who have made an allegation under this policy in good faith, or those supporting someone in such a complaint and/or someone accompanying them to a meeting, is also a disciplinary offence.

Anti-Harassment

Harassment is any unwanted physical, verbal or non-verbal conduct which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. A single incident can amount to harassment.

Harassment often (but not exclusively) targets the sex, sexual orientation, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age of the victim. It may involve conduct of a sexual nature (sexual harassment). Harassment also includes treating someone less favourably because they have submitted or refused to submit to such behaviour in the past. Harassment is unacceptable even if it does not fall within any of these categories.

Harassment may include (but is not limited to), for example:

- **Unwanted physical conduct or "horseplay"**: physical conduct ranges from touching, pinching, pushing or brushing past someone or invading their personal space, to grabbing, shoving, punching and more serious forms of physical or sexual assault;

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- **Unwelcome sexual advances or suggestive behaviour:** may involve unwanted suggestions, advances, propositions or pressure for sexual activity, and suggestions that sexual favours may further a career or that a refusal may hinder it. The harasser may perceive such behaviour as harmless flirting;
- **Other unwanted verbal conduct:** includes (but is not limited to) continued suggestions for social activity within or outside the workplace after it has been made clear that such suggestions are unwelcome, or offensive, insensitive or intimidating comments or jokes. Other examples of other unwanted verbal conduct are racist, sexist, homophobic or ageist jokes, or derogatory or stereotypical remarks about a particular ethnic or religious group or gender;
- **Unwanted non-verbal conduct:** includes (but is not limited to), the sending or displaying of material that is pornographic or obscene or that some individuals or groups may find offensive (for example emails, text messages, video clips and photographs taken or sent using mobile phones or via the internet), ignoring or shunning someone, (for example, by deliberately excluding them from a conversation or a workplace social activity), and inappropriate behaviour whether in the form of offensive, insensitive or intimidating gestures or pranks;

Other conduct: which disparages, denigrates, ridicules, intimidates or is physically abusive of an individual or a group. This could include mocking, mimicking or belittling a person's disability, or outing or threatening to out someone as gay or lesbian.

Harassment is unacceptable even if it does not fall within any of the above categories.

A person may be harassed even if they were not the intended "target". For example, a person may be harassed by racist jokes about a different ethnic group if they create an offensive environment for him or her.

Bullying

Bullying is offensive, intimidating, malicious or insulting behaviour involving the misuse of power intended to undermine, humiliate, denigrate, threaten or injure another person. Power does not always mean being in a position of authority, but can include both personal strength and the power to coerce others through fear or intimidation.

Bullying is often a form of harassment and can undermine an individual's self-confidence, competence and self-esteem.

As with harassment, bullying can take the form of physical, verbal and non-verbal conduct.

Bullying may include (but is not limited to):

- **Physical conduct:** such as physical threats, for example raising your fist at someone, or using physical presence to intimidate someone, for example by standing over someone in a manner that is likely to intimidate them.
- **Verbal conduct:** such as shouting at, being sarcastic towards, ridiculing or demeaning others, psychological threats or inappropriate remarks about someone's performance;
- **Non-verbal conduct:** overbearing and intimidating levels of supervision, abuse of authority or power by those in positions of seniority or deliberately excluding someone from meetings or communications without good reason.

Bullying is unacceptable even if it does not fall within any of the above categories.

Legitimate, reasonable and constructive criticism of a worker's performance or behaviour, or reasonable requests made of staff in the course of their employment, will not amount to bullying in of itself.

The examples given in this policy of harassment and bullying are by no means an exhaustive list of the conduct constituting either harassment or bullying.

Informal Steps to Resolve Bullying or Harassment

If someone feels they are being bullied or harassed, they should initially attempt to resolve the problem informally with the person responsible. If they feel able, you should explain clearly to them specifically that their behaviour is unwelcome or makes you uncomfortable and that it should stop immediately. The perpetrator may not realise the effect their behaviour is having on someone.

Investigating Bullying and Harassment Allegations

If complaint remains unresolved it should be immediately documented and investigated using the Group Complaints Procedure.

The Area Service Delivery Manager should also be advised of any complaints so that IAM RoadSmart can assess any reputational risk that may need addressing.

Equal Opportunities

IAM RoadSmart are committed to a policy of promoting equality of opportunity for all staff, volunteers, members, representatives and membership applicants.

We aim to create a harmonious and positive environment in which all individuals:

- Are treated fairly, with dignity and respect at all stages of involvement
- Are able to make best use of their skills, free from discrimination or harassment;
- All decisions are based on merit.

We do not discriminate against any person on the basis of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (protected characteristics).

All are to have an equal chance to contribute and achieve their potential, irrespective of the above.

Examples of Discrimination

Discrimination by or against a individual within an organisation is generally prohibited unless there is a specific legal exemption.

Discrimination may be direct or indirect and it may occur intentionally or unintentionally or by association or perception in certain circumstances.

Direct discrimination occurs where someone is treated less favourably because of one or more of the protected characteristics set out above. For example, rejecting an applicant on the grounds of their race because they would not "fit in" would be direct discrimination.

Indirect discrimination occurs where someone is disadvantaged by an unjustified provision, criterion or practice that also puts other people with the same protected characteristic at a particular disadvantage. For example, a requirement to work full time puts women at a particular disadvantage because they generally have greater childcare commitments than men. Such a requirement will need to be objectively justified.

Harassment related to any of the protected characteristics is prohibited. Harassment is unwanted conduct that has the purpose or effect of violating someone's dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. Harassment is dealt with further in the Anti-Harassment and Bullying Policy.

Victimisation is also prohibited. This is less favourable treatment of someone who has complained or given information about discrimination or harassment, or supported someone else's complaint.

Resolving Complaints Regarding Equal Opportunities

If complaint is made regarding discrimination it should be immediately documented and investigated using the Group Complaints Procedure.

The Area Service Delivery Manager should also be advised of any complaints so that IAM RoadSmart can assess any reputational risk that may need addressing.