

Sleaford Town Council

CONSTITUTION

Chapter 22

Bullying and Harassment by the Public



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BULLYING & HARASSMENT BY MEMBERS OF THE PUBLIC POLICY

1. GENERAL STATEMENT OF COMMITMENT

Sleaford Town Council fully supports the right of all people to be treated with respect and dignity in the workplace. The Council's policy on Bullying and Harassment relating to its employees and Members is described separately.

Sleaford Town Council expects all employees to treat everyone – colleagues, clients and the general public – with courtesy and politeness. In return, Council staff have the right to carry out their daily work in an environment where they feel respected.

2. INVESTIGATION OF ALLEGATIONS OF HARRASSMENT

The Town Council will investigate fully and may take action, including considering prosecution and civil remedies, to protect staff from harassment by any service users, their relatives or members of the public. If a member of staff feels that they are being bullied or harassed in these circumstances, they should seek advice and support from their Line Manager without delay.

3. COMPLAINTS OF ALLEGED HARRASSMENT

Managers who receive such complaints from a member of staff must take appropriate action, which may range from speaking to the member of the public to considering prosecution of the perpetrator, or civil action to restrain the offending behaviour. Support should be offered to the employee concerned and the Town Council recognises the right of any employee to involve the Police in a private action.

4. ACTION TO BE TAKEN REGARDING ALLEGATIONS OF HARRASSMENT

Managers must respond sensitively to any concerns expressed to them, should always consult the individual involved in the incident in the planning of a response, but note that the final decision regarding the action to be followed lies with the manager.

The following are actions that could be taken towards a service user with the agreement of the Council Chairman, and as necessary following legal advice, where harassment is thought to be serious or persistent. * Reduce the level of services * Withdraw all services permanently * Consider the joint involvement of the Police and the Council

In the event of an incident, employees have a responsibility to bring issues of harassment to the attention of a manager and should do so each time they feel that a person's behaviour is unacceptable.