
Anti-Bullying and Harassment Policy

Introduction

Fifield Glyn is committed to fostering a safe, respectful, and inclusive environment for all employees, free from bullying, harassment, or any form of inappropriate behaviour. This policy applies to interactions with customers, leaseholders, and third parties, as well as internal relations between colleagues.

Bullying and harassment are not tolerated under any circumstances, whether they occur in person, through correspondence, over the phone, or online. All staff members have the right to work without fear of abusive behaviour, excessive demands, or disrespectful communication.

Definitions

Bullying

Bullying refers to repeated and unreasonable behaviour directed towards an individual or group that creates a risk to health, safety, or well-being. Examples include:

- Intimidating or aggressive behaviour.
- Public or private humiliation.
- Undermining someone's work or responsibilities.

Harassment

Harassment includes any unwelcome behaviour that is offensive, intimidating, or humiliating. It can be verbal, non-verbal, written, or digital. Examples include:

- Derogatory remarks or insults.
- Unwanted contact or excessive correspondence.
- Impatience or rudeness when dealing with staff.

Scope of the Policy

This policy applies to all:

- Employees of Fifield Glyn.
- Customers, leaseholders, and third parties interacting with Fifield Glyn staff.
- Communication channels, including phone calls, emails, letters, and in-person interactions.

Examples of Prohibited Conduct

- Excessive Correspondence: Repeated and unreasonable demands for responses or updates beyond standard service agreements.
- Harassing Phone Calls: Persistent calls aimed at intimidating or pressuring staff members.
- Impatience or Rudeness: Using dismissive or aggressive language when speaking to staff.
- Inappropriate Written Communication: Use of offensive language, threats, or derogatory remarks in emails, letters, or other correspondence.

Responsibilities

Employees

- Treat all customers, leaseholders, and colleagues with respect.
- Report any instances of bullying or harassment promptly.
- Avoid retaliatory behaviour.

Managers

- Take complaints of bullying and harassment seriously.
- Provide support and guidance to affected employees.
- Address and resolve issues in accordance with company procedures.

Leaseholders, Customers, and Third Parties

- Interact with staff in a professional and courteous manner.
- Avoid excessive or inappropriate communication.
- Understand that unreasonable behaviour may result in restricted communication or further action.

Reporting and Addressing Issues

Reporting Bullying or Harassment

If an employee experiences or witnesses bullying or harassment:

1. Notify a line manager or HR representative.
2. Provide details of the incident(s), including dates, times, and descriptions.
3. Submit any supporting evidence, such as emails or call records.

Resolution Process

- All reports will be investigated promptly and confidentially.
- Actions may include mediation, issuing warnings to offending parties, or escalating matters to senior management.
- Where necessary, communication channels may be restricted (e.g., requiring all correspondence to go through a designated contact).

Consequences of Violations

Fifield Glyn reserves the right to take action against individuals who violate this policy, including:

- Issuing formal warnings.
- Restricting or terminating communication.
- Referring cases to legal authorities if necessary.

Commitment to a Positive Work Environment

We value our employees and strive to provide a safe, respectful, and supportive workplace. By working together and upholding these principles, we ensure that Fifield Glyn remains a professional and pleasant environment for all.

If you have any questions or need further clarification, please contact our HR department at sharon.scanlon@fifieldglyn.com.

This policy will be reviewed regularly to ensure its effectiveness and relevance.

Last Updated: January 2025.