



DIGNITY AT WORK POLICY

Version:	1.0
Effective From	10.05.2023
Author:	Practice Governance and Training Sub-Committee
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Introduction

This policy sets out Cruse Scotland's commitment to create a working environment free from hostility in which individuals are valued for their contribution and can develop to their full potential.

Unacceptable behaviour in the workplace may typically involve bullying or derogatory statements, unwanted spoken or physical advances, and personal treatment that is unfair and interferes with the member of staff or volunteer's performance, undermines job security, or creates an intimidating work environment.

Staff and volunteers' rights and responsibilities

Cruse Scotland expects everyone to relate to each other professionally, in a manner that recognises everyone's right to dignity at work. Bullying or harassment in the workplace will not be tolerated.

All staff and volunteers are required to conform to acceptable standards of behaviour towards fellow workers, irrespective of status.

It is important that those making complaints do so in the honest and genuine belief that they are being bullied or harassed.

Cruse Scotland's responsibilities

Cruse Scotland will ensure that adequate resources are made available to promote respect and dignity in the workplace and to deal effectively with complaints of harassment and bullying. This policy and procedure will be communicated effectively to all staff and volunteers, and Cruse Scotland will ensure that everyone is aware of their responsibilities. Appropriate training, where necessary, will be provided.

Information shared or obtained during the handling of a complaint will be treated sensitively. The question of maintaining information in confidence will be discussed with all of those involved, but it is important to recognise that certain types of information will have to be shared with individuals as necessary within Cruse Scotland in order to help the decision-making or remedy for the person making the complaint, or during any appropriate disciplinary action taken against the person responding.

Procedure

Informal approach

Any member of staff or volunteer who feels that they are being bullied or harassed should make a personal approach to the offending person, clearly stating their objections and the effects the behaviour has on them.

If a member of staff or volunteer feels they are not confident to make this approach alone, they may want to be accompanied by a colleague or trade union representative.

If the personal approach is too upsetting for the member of staff or volunteer, they may ask a third party (colleague, manager, or trade union representative) to approach the person on their behalf in the first instance.

Formal approach

Where the informal approach proves to be unsuccessful, the complainant should report the matter to their manager (or if necessary, the Director of Client Services). The complaint can be made orally but must be confirmed in writing.

Where the allegations involve harassment by a third party, e.g., a client, the letter of complaint should go directly to the Director of Client Services.

A full and fair investigation will be undertaken; ensuring matters are handled sensitively and confidentially at all times.

Disciplinary action

If after investigation it is clear that unacceptable behaviour has occurred, the perpetrator will be required to attend a Disciplinary Hearing in accordance with Cruse Scotland's disciplinary procedures. The complainant/s will also be notified in writing.

No action taken

Where it has been found that unacceptable behaviour has not occurred, this outcome will be confirmed in writing to all parties.

Dissatisfaction with the outcome

If the complainant remains dissatisfied, they must submit a detailed formal complaint to the Director of Client Services detailed in Cruse Scotland's Grievance Procedure.

Malicious false allegations

Cruse Scotland will treat malicious false allegations very seriously and this may result in disciplinary action up to and including dismissal. Mediation

Mediation may be suitable in some types of cases following an informal or formal Dignity at Work complaint e.g., where the unresolved issues are related to difficulties with communication and/or understanding.

Mediation could be invoked where the work-related issues have been dealt with by Cruse Scotland, but personal issues still remain between the parties as they continue to work together. Mediation is a voluntary process and both parties must agree to engage

Changes sheet

Date	Change Details	Author
14.07.2017	Review date amended as per PG&T's request	Elaine Bayley
21.04.2023	Changes to the reporting person title, he/she changed to they, CBCS to Cruse Scotland and logo updated.	Wendy Diack
14.07.2017	Review date amended as per PGT request	Elaine Bayley
25.07.2025	Reformatted document to 2025 house style	Ed Strutt