

# Bullying and Harassment Policy & Procedure

## Save A Pet Charity

Charity No. 1043095

### 1. Purpose

Save A Pet Charity is committed to providing a safe, respectful, and inclusive environment for all. We will not tolerate bullying or harassment in any form.

This policy outlines expected standards of behaviour and the procedure for reporting and addressing concerns.

### 2. Scope

This policy applies to: - Trustees - Staff (paid and voluntary) - Contractors, partners, and supporters - Anyone representing the charity

It covers behaviour in all settings, including in-person activities, online communications, and social media.

### 3. Definitions

**Bullying:** Offensive, intimidating, malicious, or insulting behaviour, or misuse of power, intended to undermine, humiliate, or injure.

**Harassment:** Unwanted conduct related to a protected characteristic (e.g. age, disability, gender reassignment, race, religion or belief, sex, sexual orientation) that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating, or offensive environment.

### 4. Policy Statement

Save A Pet Charity will: - Promote a culture of dignity and respect - Take all complaints seriously and act promptly - Protect individuals who raise concerns in good faith - Ensure fair and consistent handling of all cases

### 5. Examples of Unacceptable Behaviour

- Verbal abuse, insults, or offensive jokes
- Spreading malicious rumours
- Exclusion or victimisation
- Unwanted physical contact
- Online harassment or abusive messages
- Discriminatory remarks or behaviour

## 6. Responsibilities

### Trustees

- Ensure this policy is implemented and reviewed regularly
- Provide oversight of serious cases

### Management / Safeguarding Lead

- Act as a point of contact for concerns
- Ensure concerns are handled appropriately and promptly

### Staff and Volunteers

- Treat others with respect
- Challenge inappropriate behaviour where safe to do so
- Report concerns promptly

## 7. Informal Resolution

Where appropriate, individuals are encouraged to resolve issues informally by: - Speaking directly to the person involved (if they feel able) - Seeking support from a manager, trustee, or safeguarding lead

## 8. Formal Procedure

### Step 1: Making a Complaint

Complaints can be made in writing or verbally to a trustee, manager, or safeguarding lead. Provide: - Details of the incident(s) - Dates, times, and any witnesses - Any supporting evidence

### Step 2: Acknowledgement

- Complaints will be acknowledged within 5 working days

### Step 3: Investigation

- An impartial investigation will be conducted
- All parties will have the opportunity to present their account
- Confidentiality will be maintained where possible

### Step 4: Outcome

- A decision will be made based on the evidence
- Appropriate action will be taken, which may include mediation, training, warnings, or removal from role

## Step 5: Appeal

- If dissatisfied, the complainant may appeal to the trustees within 14 days
- A final decision will be provided following review

## 9. Protection from Victimisation

No individual will be treated unfairly for making a complaint in good faith or supporting an investigation.

## 10. Confidentiality

All concerns will be handled sensitively. Information will only be shared on a need-to-know basis.

## 11. Malicious Complaints

Complaints found to be deliberately false or malicious may result in disciplinary action.

## 12. Training and Awareness

- Relevant individuals will receive guidance or training on this policy
- Expectations of behaviour will be clearly communicated

## 13. Monitoring and Review

This policy will be reviewed annually or following any significant incident.