

## Employee Support – Bullying, Harassment, Discrimination at Work

It is key that we are all committed to the core NHS values of: **Care and Compassion, Dignity and Respect, Openness, Honesty, Responsibility, Quality and Teamwork** and we use these values to guide us in all that we do. NHS Greater Glasgow and Clyde is a great organisation with a huge pool of terrific talent who are committed to equality and diversity with a zero tolerance toward racism, sexism and homophobia.

NHS Greater Glasgow and Clyde is committed to creating a work environment which is free of bullying, harassment and discrimination and where everyone is treated with dignity and respect. All employees have a right to work in an environment where staff are treated fairly and consistently, are kept well informed, are involved in decisions which affect them, are appropriately trained and are provided with a work environment which is safe. Together these are part of the Staff Governance Standard which is a legal obligation placed upon NHS Scotland employers.

However, if any employee does feel they are subjected to bullying, harassment or discrimination there is a transparent procedure and support for addressing such situations within NHS Greater Glasgow and Clyde.

Human Resources Support and Advice Unit (HRSAU) launched a telephone line to provide additional help to any staff member wishing to raise concerns about Bullying or Harassment. This helpline will ensure that, as well as staff receiving advice on the HR policy and processes, there will also be dedicated support provided and sign-posting to other support services that staff can be directed to during what can be a difficult time. You can access the new helpline by calling 0141 201 8545, Monday, Tuesday, Wednesday and Friday from 9am to 4pm and Thursday's between 12.00pm to 4pm.

### Relevant Policies & Resources

These include: Bullying & Harassment Policy, guides for managers, employee complainants and employees who have had a complaint made against them; and other supporting documents including self-reflection tools and template letters so you can see the kinds of correspondence that would be expected to be sent/ received as part of a Bullying & Harassment procedure.

Anyone who feels they may be affected by bullying and/or harassment are also encouraged to keep a personal record detailing any incidents, dates, times, witnesses and informal action taken.

<a href="#">Bullying and Harassment Policy   NHS Scotland</a>	Policy applicable to all NHS Scotland staff (including those working within NHS Greater Glasgow & Clyde).
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<a href="#">Bullying &amp; Harassment Flow Chart   NHS Scotland</a>	Provides a summary and shows the order of the main steps in the policy process.
<a href="#">Examples of Bullying Behaviour   NHS Scotland</a>	This tool gives examples of bullying behaviours that are unacceptable in the workplace.
<a href="#">Examples of Harassing Behaviour   NHS Scotland</a>	This tool gives examples of harassing behaviours that are unacceptable in the workplace.
<a href="#">Self-Reflection Tool   NHS Scotland</a>	This tool aims to help you reflect on behaviours you are experiencing in the workplace, and to help you determine whether they fall within the NHS Scotland Workforce Bullying and Harassment Policy
<a href="#">Equality, Diversity and Gender Based Policies - NHSGGC</a>	Where a protected characteristic is involved.

### Support Contact Information

Confidential advice and support can also be sought from the following sources:

<b>Line Management</b>	Normally the immediate line manager is the first point of contact unless they are the subject of the employee's concern in which case the employee can contact senior management, another manager and/or the HR Support & Advice Unit if they feel more comfortable doing so)																		
<b>Bully &amp; Harassment Confidential Contacts – selected from areas and roles across NHSGGC.</b>	<table> <tr> <td>Gillian Hannah</td> <td>0772 048 7483</td> </tr> <tr> <td>Kate Ocker</td> <td>0141 211 3261</td> </tr> <tr> <td>Heather Sloan</td> <td>0758 099 5193</td> </tr> <tr> <td>Danny Scott</td> <td>0794 074 1747</td> </tr> <tr> <td>Irene Whyte</td> <td>0141 211 6628</td> </tr> <tr> <td>Margaret McCormack</td> <td>0141 451 5351</td> </tr> <tr> <td>Rona Hutton</td> <td>0758 035 2091</td> </tr> <tr> <td>Karen McGugan</td> <td>0141 201 0196</td> </tr> <tr> <td>Enric Murio</td> <td>0787 713 1094</td> </tr> </table>	Gillian Hannah	0772 048 7483	Kate Ocker	0141 211 3261	Heather Sloan	0758 099 5193	Danny Scott	0794 074 1747	Irene Whyte	0141 211 6628	Margaret McCormack	0141 451 5351	Rona Hutton	0758 035 2091	Karen McGugan	0141 201 0196	Enric Murio	0787 713 1094
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<b>HR Support &amp; Advice Unit</b>	<a href="#">HR Self Service Portal</a> or calling 0141 278 2700 (Option 2) if your enquiry is urgent or you would prefer to talk to an HR Assistant:  <a href="#">Contact HR Support &amp; Advice Unit - NHSGGC</a>
<b>Trade Union/ Professional Body Representative</b>	Please refer to details of your trade union/ professional body memberships for contact details.
<b>Speak Up Campaign</b>	<a href="#">Speak Up! - NHSGGC</a>
<b>Spiritual Care Services</b>	<a href="#">Spiritual Care and Chaplaincy Service - NHSGGC</a>
<b>Occupational Health Services</b>	<a href="#">Mental Health and Wellbeing - NHSGGC</a>