



**What to do
if you have been harassed,
or if you have seen someone else
being harassed**

Guide for tenants and participants
to Peter Bedford's Harassment Policy

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**What to do if you think you have been harassed or
you have seen someone else being harassed**

**IF YOU THINK YOU ARE BEING HARASSED OR BULLIED,
DO NOT PUT UP WITH IT.**

If you see someone else in Peter Bedford being harassed or bullied, you should not keep quiet.

People can face harassment because of their gender, their race, their disability or their sexuality.

Harassment means any comments, suggestions, actions, physical contact or written materials which are unacceptable or unwanted by an individual or group of individuals.

At any stage you may ask someone including the advocate, to support you or represent you.

We will make sure you will not be victimised or discriminated against if you report harassment.

▪ **Step One – Can you deal with it yourself?**

If you feel able to, you should tell the person causing offence that their behaviour is unacceptable to you. If you wish, you could ask another tenant, participant or member of staff to speak to them on your behalf.

▪ Step Two – Tell a member of staff

If you are still not happy or you feel you cannot do this you should speak to a member of staff. If you prefer, you could ask someone else, including an advocate, to speak to them for you. You should also tell a member of staff if you have seen someone else being harassed.

Explain what happened and what you would like

That member of staff will then ask you how you would like them to deal with the issue, and what you would like to happen. To start with, the staff member will see whether they can deal with the matter themselves there and then. They will ask you for details of what happened. For example, if the harassment was not very serious, or if it was unintended, they may try to sort it out by asking the person who did it (the perpetrator) to apologise to you and remind them not to repeat the behaviour.

If it is more serious, a senior member of staff will deal with it

The member of staff you have told will report the matter to the appropriate Team Leader or Manager if the perpetrator was a member of staff, or if the matter is more serious, or it cannot be resolved immediately. They will also tell you who is now dealing with it.

The Team Leader or Manager will first of all try to deal with the matter informally. They will talk to you within a week of the matter being reported to them. They will find out as much as they can about what happened and how you would like it sorted out. They will talk to the person who harassed you (the perpetrator) to try to resolve the matter to your satisfaction. In many cases, an apology and a promise not to repeat the action will be sufficient.

▪ Step Three – Formal Investigation

investigation If the informal approach does not succeed in sorting the matter out, or the harassment happens again the Team Leader or Manager will decide, in consultation with you, to start a formal. The Team Leader or Manager may also decide on a formal investigation if they think the matter may be serious enough to justify the perpetrator being dealt with more formally.

The manager carrying out the investigation will let you know how long they think it will take. Once again, they will make sure that they have fully understood what you have reported and what you would like to see happen as a result of the investigation. They will also confirm how and when they will let you know the outcome of the investigation.

Would you like some support?

If you have not had anyone such as an advocate representing you so far, you may want to think about whether you would like representation at this stage.

To ensure you are safe during the course of the investigation, you will receive whatever support you need. If necessary, this could include a temporary transfer or permission to take leave from a work-scheme.

At the end of the investigation you will have the outcome confirmed to you in writing. Peter Bedford will keep a formal record of the investigation and the outcome.

▪ Step Four – If you are still dissatisfied

If you think that Peter Bedford have not dealt with the investigation properly, or if you think that the action they have taken is unreasonable, you may take out a formal complaint. You may ask the advocacy service for support with this.