

# What to expect if you have dignity at work concerns or make a dignity at work complaint

## Summary page 1

### Policy



- Our Dignity at Work Policy supports how we want NHSBT to be a great place to work where colleagues feel engaged, valued and treated with dignity and respect in an open and positive environment.
- We encourage you to have open, honest discussions where there are problems to help seek solutions.
- Early resolution of working relationship difficulties is important, and we strongly recommend that colleagues and managers seek to openly discuss difficulties that they may encounter in their working relationship at the earliest opportunity to help reach an understanding early.
- We encourage colleagues to Speak Up early if they are unhappy about an issue at work as the sooner, we can discuss this, the greater the likelihood of early resolution.
- Our Dignity at Work Policy should be referenced for the detail on the process and policy.

### Support



Talking about working relationship difficulties or treatment that you feel is unfair can be difficult to raise. There are several sources of support that you may access.

- Contact your manager if the working relationship difficulties are with a peer colleague.
- Contact the mediation service if you and your colleague or you and your manager wish to access informal mediation to support early resolution of your concerns.
- Contact HR Direct for advice on the policy and process.
- Discuss with your trade union representative if you are a member of a trade union.
- Contact the Freedom to Speak Up Guardian.
- Seek support from colleagues in our equality, diversity, and inclusion networks.
- The Employee Assistance Programme is available for all NHSBT employees, 24 hours a day, 7 days a week, providing professional help with work or personal issues. Call 0800 716 017 or visit [www.employeeecare.com](http://www.employeeecare.com) ('access code' and 'password' are both 72992).

# What to expect if you have dignity at work concerns or make a dignity at work complaint

## Summary page 2

### Informal resolution



- We always encourage reconciliation and conflict resolution through informal mechanisms first, except for dignity at work allegations that are immediately identifiable as conduct allegations.
- Informal resolution and mediation are designed to resolve working relationship difficulties where parties can be supported to discuss their differences in perceptions, explore viewpoints and come together to be supported in developing an agreed action plan for moving their working relationship forward. This is a facilitated process with independent trained mediators and does not require management intervention or formal investigation.
- More information on mediation may be found [here](#).

### Submitting a dignity at work complaint



- If you have tried to resolve your complaint informally and it has not been resolved or the nature of your complaint is of such significance it cannot be resolved informally, please lodge your complaint in writing.
- You can register your complaint on a referral form, and this should be submitted to HR Direct.
- You should also notify your line manager if your complaint is about a work colleague or their manager if your complaint is about your line manager.
- Your complaint must be registered within 3 months of the date an incident occurred or your complaint began. This helps to achieve earlier reconciliation of a complaint outcome than if the working relationship issues are left to deteriorate.

### Formal investigation



- We appoint an independent investigation team of at least two members.
- You may be accompanied to meetings by a trade union representative or a friend not acting in a legal capacity.
- Please use the meeting as your opportunity to provide a full, open, honest, and accurate account of your recollection and experiences.
- The Investigation Team may also speak with witnesses you or other parties identify to ensure a full and fair investigation.
- The investigators will also seek to establish the other party's account and any other additional relevant information from the person(s) about whom you have made a complaint.

# What to expect if you have dignity at work concerns or make a dignity at work complaint

## Summary page 3

### Timeline



- Once HR Direct have received the detail, a member of the HR team will be in touch with you within 3 working days.
- The first step is an opportunity to talk over your concerns, options for resolution and to identify who will support you in the process.
- Alongside this, your manager may speak with other named parties for an initial fact-finding exploration to inform decisions around the next steps.
- We aim to conclude the dignity at work investigation and respond back on the findings within a period of 12 weeks and we rely on the positive co-operation of all parties to achieve this.
- You and your manager will be kept informed of the timeline for investigation progress by the investigating manager.

### Safety and the working environment



- Raising a complaint can be stressful for all parties involved and we will assess the nature of the concerns raised and the impact of parties continuing to work together.
- Key to this is to protect the safety, health, and wellbeing of colleagues and to fully consider the options for resolving the concerns swiftly.
- If it's assessed and agreed that it is not possible for all parties to remain working together, alternatives will be explored, for example such as temporary redeployment or a change of shift patterns.
- The objective is to normally keep colleagues in the workplace in some capacity but where the nature of circumstances warrant the requirement for a colleague to refrain from attending the workplace, this will be discussed with the other party and appropriate arrangements made.

### Confidentiality



- It's important that we respect the confidential nature of the issues for all involved and so we ask that you do not discuss your investigation with colleagues at work outside of the recognised individual(s) you have been allocated for support during the process.
- Ensure that no details are shared verbally, via email, in writing or posted on social media, either internal or external to the organisation.

# What to expect if you have dignity at work concerns or make a dignity at work complaint

## Summary page 4

### Communication



- We will advise you at the outset which Manager or Colleague has been allocated to keep in touch with you to check on your health and well-being, update you on the progress of the complaint and answer any questions you may have

### Outcomes



- You will be advised when the investigation is complete, and a feedback meeting will be arranged with you.
- You will be notified if your dignity at work complaint is upheld or if the investigation reached other conclusions.
- We will confirm if there are recommendations being made or if there are follow up management actions , but some of this detail may remain confidential to the parties directly involved and we are unable to talk to you about personal and confidential issues in relation to others.
- If the report findings conclude that the actions that led to a dignity at work impact must be referred to a disciplinary process, you will be notified if you will be required to provide evidence as a witness.
- Following the formal outcome, there may be recommendations to improve the working relationship or environment and it's important to work with colleagues to develop and implement these.
- If you are not happy with the outcome of the dignity at work investigation, you will have the right to formally appeal the decision. The appeal process is outlined in the Dignity at Work Policy and will be confirmed to you in writing.

### Feedback



- As part of our service monitoring, we will check-in with you via a survey for your feedback on your experience of the dignity at work process.
- Feedback from all parties will help us to continually review and assess improvements to facilitate the application of the Dignity at Work Policy as sensitively as we can for all involved.
- If you wish to have a follow-up discussion, you will have the option to advise this via the survey.