



## **Dignity at Work Procedure**

### **1. Introduction**

In accordance with the Dignity at Work Policy, this procedure outlines how one may raise any concerns in relation to bullying, harassment, or unacceptable behaviour.

Accompanying both the Dignity at Work policy and this procedure is a Grievance procedure, all of which can be found on the Hub.

The Dignity at Work procedure also explains the informal and formal stages Hanover (Scotland) will use to address a Dignity at Work concern.

Employees are encouraged to resolve matters informally if possible. If an informal approach does not resolve matters or the situation is too serious to be dealt with informally, a formal Dignity at Work concern can be raised using Hanover's grievance procedure.

### **2. Informal Stage**

Hanover's policy is to encourage employees who have a concern relating to bullying, harassment, or unacceptable behaviour to raise their concerns informally if possible.

In the first instance, employees should discuss any Dignity at Work concerns with their manager. If it is inappropriate to raise the matter with the manager, the concern can be raised with the next manager in the structure.

An informal meeting with the appropriate manager will be arranged as soon as it is reasonably practicable to establish the concern(s) and actively seek a resolution to the problem. All parties involved during the informal meetings are encouraged to maintain a culture of good communication, openness and a willingness to cooperate and listen during discussions and to do so in line with our values.

### **3. Facilitated Discussion and Mediation**

It may be appropriate for the matter to be dealt with by way of facilitated discussion or mediation, depending on the nature of the Dignity at Work concern. Such methods can be especially beneficial in problems associated with working relationships where there is a willingness by both parties to resolve.

This would involve the appointment of an internal or external facilitator or mediator, depending on the circumstances, who will be identified following a discussion with Hanover's HR and OD team. The mediator will discuss the issues raised with agreement from all parties involved and seek to facilitate a resolution.

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## 4. Formal Stage

If an informal approach does not resolve matters or if the employee believes that the situation is too serious to be dealt with informally, a formal Dignity at Work concern can be raised using Hanover's grievance procedure. The formal grievance procedure and accompanying grievance appendices can be found on the Hub.

## 5. Right to be Accompanied

At all formal stages of the procedure, the person raising the concern or the person whom the concern is against may be accompanied by a trade union official or a colleague.

## 6. Right of Appeal

If an employee is not satisfied with the outcome of their formal Dignity at Work concern, a formal appeal can be submitted in writing outlining the grounds of the appeal. Full details of the appeal procedure can be found within Hanover's grievance procedure.

## 7. Support for anyone involved in a complaint

We also understand that being involved in a formal Dignity at Work process, as the person raising the concern, a witness, or the person whom the concern is against, can be a difficult experience. Hanover will aim to signpost employees in this situation to appropriate sources of support if required. Such support may include:

- Access or referral to our confidential counselling service
- ACAS helpline – 0300 123 1100
- Allocated HR Business Partner to answer questions
- Wellbeing discussion

## 8. Related Policies and Procedures

- Disciplinary Policy and Procedure
- Dignity at Work Policy
- Grievance Policy
- Grievance Procedure
- Values behaviour framework
- Code of Conduct

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