

What is bullying and harassment?

Bullying is offensive, intimidating, malicious or insulting behaviour that can make a person feel vulnerable, upset, humiliated, undermined or threatened. It might be obvious or insidious, persistent or an isolated incident. It can also occur in written communications, by phone or through email, not just face-to-face and can take the form of physical, verbal and non-verbal conduct (the latter includes postings on social media).

Bullying may include, by way of example:

- shouting at, being sarcastic towards, ridiculing or demeaning others
- repeatedly putting down a person or group of people in public or private
- overbearing and intimidating levels of supervision
- criticising a person in an inappropriate manner or belittling them about their work, personality or appearance
- inappropriate and/or derogatory remarks about someone's performance
- abuse of authority or power by those in positions of seniority
- deliberately excluding someone from meetings or communications without good reason.

Legitimate, reasonable and constructive criticism of performance or behaviour, or reasonable instructions will not amount to bullying on their own.

Harassment is unwanted physical, verbal or non-verbal conduct which may (intentionally or unintentionally) violate a person's dignity or create an intimidating, hostile, degrading, humiliating or offensive environment, which interferes with an individual's learning, working or social environment. It also includes treating someone less favourably because they have submitted or refused to submit to such behaviour in the past. It may involve sexual harassment or be related to a protected characteristic.

Harassment may include, for example:

- unwanted physical conduct or 'horseplay', including touching, pinching, pushing, grabbing, brushing past someone, invading their personal space and other forms of physical or sexual intimidation
- offensive or intimidating comments or gestures, or insensitive jokes or pranks
- mocking, mimicking or belittling a person's disability
- racist, sexist, homophobic or ageist jokes, or derogatory or stereotypical remarks about a particular ethnic or religious group or gender
- outing or threatening to out someone as gay, lesbian, bisexual or trans
- ignoring or shunning someone, for example, by deliberately excluding them from a conversation or a social activity.

More information:

reportandsupport.qmul.ac.uk/support/what-is-bullying-and-harassment
hr.qmul.ac.uk/wellbeing/workplace-support/bullying--harassment

Useful links

Policy and procedures

Dignity at Work and Study General Guidance
www.arcs.qmul.ac.uk/media/arcs/policyzone/academic/Dignity-at-Work-and-Study-General-Guidance.pdf
This provides information on rights, responsibilities, and expected behaviour

Dignity at Work and Study Policy
hr.qmul.ac.uk/media/hr/docs/forms/policies/Dignity-at-Work-and-Study-Procedure-for-Staff.pdf

Student Behaviour and Discipline
www.arcs.qmul.ac.uk/media/arcs/policyzone/Student-Behaviour-and-Discipline.pdf

Code of Student Discipline
www.qmul.ac.uk/careers/media/careers/docs/Code-of-Student-Discipline.pdf

Policy on Relationships between Staff and Students
www.arcs.qmul.ac.uk/media/arcs/policyzone/academic/Relationships-between-Staff-and-Students-Policy.pdf

Grievance Resolution Policy and Procedure for Staff
hr.qmul.ac.uk/procedures/policies/grieve

More information on mediation
hr.qmul.ac.uk/workqm/wellbeing/workplace-support/medn/i

Additional information
reportandsupport.qmul.ac.uk/campaigns/changing-the-culture

Additional help available if you are a staff member

The University's Employee Assistance Programme helpline
hr.qmul.ac.uk/wellbeing/workplace-support/employee-assistance-programme

Employees can seek support and advice from the relevant HR Partner on the application of the Grievance Resolution Policy and Procedure at any stage
hr.qmul.ac.uk/contact/whoswho

Trade Unions Representation and Support: hr.qmul.ac.uk/workqm/unions

Additional help available if you are a student

The Advice and Counselling Service at Queen Mary
www.welfare.qmul.ac.uk/about-us

Your Student Support Officer
my.qmul.ac.uk/course-essentials/ask-for-help/student-support-contacts

The Students' Union Academic Advice Service
www.qmsu.org/advice/academic

Blizard Institute

Advice and guidance on bullying and harassment



This brochure contains information on what options are available to you at the Blizard Institute and Queen Mary if you are a member of staff or a student who is experiencing, or has experienced, bullying or harassment. Inside you will find guidance on what constitutes bullying and harassment, a flow chart to guide you through your options depending on which actions you feel comfortable in taking, and useful links to guide you to more information or how to access support. This information is also available to access online at:
www.qmul.ac.uk/blizard/edi/bullying-and-harassment

Worried about someone else?

There are lots of ways you can help and lots of places to look for support:
reportandsupport.qmul.ac.uk/support/i-am-worried-about-someone-else

START Have you experienced/are you experiencing bullying or harassment?
DO NOT STAY SILENT!
QUEEN MARY HAS ZERO TOLERANCE FOR ALL FORMS OF BULLYING AND HARASSMENT

Are you happy to attempt to resolve the matter directly?

YES
NO

Make it clear to the person or persons causing the offence that their behaviour is unacceptable to you. You might want to ask a colleague to support you in this conversation.

It is often possible to sort out matters informally, particularly if the person does not know that their behaviour is unwelcome or upsetting. An informal discussion may help them understand the effect of their behaviour and agree to change it.

Has the matter been resolved?

YES
NO

WHAT HAPPENS NEXT?

A meeting to discuss YOUR situation and to get support. If it is necessary to gather further information/evidence before making a decision, you will be informed about the timescale of the subsequent actions.

Outcomes might involve:

- an informal warning
- a mediation meeting
- referral

During the meeting(s) you and your chosen contact person will discuss/decide the best approach to take.

It is advisable to talk to someone before taking any action either informally or formally. Support and advice are available.

Are you happy to talk to someone?

YES
NO

Are you happy to talk to someone within the Blizard Institute?

YES
NO

Are you happy to talk to your line manager?

YES
NO

You can contact:

- Your Centre Lead
- The Blizard Dignity and Respect Champion (Louisa James, louisa.james@qmul.ac.uk)
- The Blizard EDI Academic Lead (Tania Maffucci, t.maffucci@qmul.ac.uk)
- The Institute Director (Mary Collins, mary.collins@qmul.ac.uk)
- The Interim Institute Manager (Rachael Parker, rachael.parker@qmul.ac.uk)

You can report the incident anonymously here: reportandsupport.qmul.ac.uk/report/anonymous

Please note: As no personally identifiable details are provided, you cannot be contacted to receive any advice or support.

Support and advice are available.

Consider talking to a Dignity and Respect Champion (DRC) first before taking any other action in relation to your issue. Talking with a DRC will clarify the options available to you and should help you to decide on the best way forward for you

- You can contact a Dignity and Respect Champion here: hr.qmul.ac.uk/wellbeing/workplace-support/bullying--harassment

The DRC will get in touch with you to make an appointment to meet and will provide guidance, assistance and advise on the courses of action available. See webpage for more details.

- You can report the incident WITH CONTACT DETAILS here: reportandsupport.qmul.ac.uk/report/advisor

Depending on whether you are a student, staff or visitor at Queen Mary, you may be contacted by staff from Student and Academic Services, Academic Registry and Council Secretariat and/or Human Resources to discuss your options for further support and/or disciplinary investigation. See webpage for more details.

- Additional links for support are available here: reportandsupport.qmul.ac.uk/support/what-support-is-available-for-bullying-and-harassment