



**Senate**

<b>Paper Title</b>	Matters arising
<b>Outcome requested</b>	Senate is asked to <b>note</b> the additional items related to matters arising since the last meeting of Senate as follows: <ul style="list-style-type: none"><li>• update on the Academic Promotions Review Panel (<i>minutes 2017.97-2017.99, March 2018</i>)</li><li>• Dignity Statement and guiding principles (<i>minutes 2017.54-2017.56, December 2017</i>)</li></ul>
<b>Points for Senate members to note and further information</b>	n/a
<b>Questions for Senate to consider</b>	n/a
<b>Regulatory/statutory reference points</b>	n/a
<b>Strategy and risk</b>	n/a
<b>Reporting/consideration route for the paper</b>	n/a
<b>Authors</b>	n/a
<b>Sponsor</b>	Professor Colin Bailey, President and Principal



## **Matters arising**

### **Is promotion policy and procedure impacting staff from minorities adversely (minutes 2017.97-2017.99)**

An Academic Promotions Review Panel has been established to review Queen Mary's current academic promotions policy, process and associated guidelines. The Panel will be chaired by Professor Amrita Ahluwalia, the draft terms of reference and panel membership are attached for information.

### **Dignity at Queen Mary (minutes 2017.54-2017.56)**

The Dignity Statement and guidance for staff has been revised and will be circulated to members by email for consideration.

Jane Pallant  
Deputy Academic Registrar  
June 2018

## **Academic Promotions Review Panel**

**Chair: Professor Amrita Ahluwalia,**

Co-Director of the WHRI and Professor of Vascular Pharmacology

Draft Terms of Reference:

1. The Academic Promotions Review Panel is to be set up to review Queen Mary's current academic promotions policy, process and associated guidelines to:
  - ensure there are demonstrable flexible promotion pathways for all academics;
  - ensure that the policy, process and associated guidelines are clear and transparent and help remove any scope for bias, discrimination or unconscious bias;
  - provide more clarity on the evidence that is appropriate for promotion submissions and ensure consistency in approach across all Schools within Queen Mary;
  - review the promotion application timelines, including whether this should continue to be by self-application, and the communication and support available to staff;
  - review the 'areas of contribution' and 'types of activities' referenced in the guidance documentation to ensure that these are not directly or indirectly disadvantageous to particular groups of staff and their career aspirations;
  - consider the role that appraisals play in supporting staff in making applications for promotion;
  - consider the composition and role of School promotion panels, Faculty promotion panels and University promotion panels and to ensure external representation on School and Faculty panels;
  - consider and re-define the appeal process, as appropriate;
  - take into account feedback from Ossie Stewart who is being commissioned to run 'academic promotions done better' workshops for staff from BAME backgrounds and women in the summer/autumn;
  - take into account feedback and suggestions from any other key stakeholders, focus groups and particular staff groups which would inform the final recommendations made to QMSE.
2. Membership (to be confirmed by the Chair):
  - Professor Amrita Ahluwalia (Chair);
  - HR Director/Manager;
  - 6 senior members of academic staff, 2 from each Faculty (with 1 member from each Faculty have teaching as their primary responsibility);
  - Reward and Benefits Manager;
  - ED&I Manager;
  - Senate member (Dr Sadhvi Dar);
  - Others as defined by the Chair and Panel.
3. Schedule of meetings:
  - To be agreed (possibly one in June, one in July, two in August and three in September 2018).
4. Next steps:
  - Recommendations by the Review Panel to QMSE in early October and amendments made for the next academic promotions round to be launched in November/December 2018.



**Senate**

<b>Paper Title</b>	Dignity at QMUL
<b>Outcome requested</b>	Senate is asked to <b>consider</b> for <b>approval</b> the statement on Dignity at Queen Mary.  Senate is also asked to comment on the guidance for staff.
<b>Points for Senate members to note and further information</b>	The Guidance for Students was approved at previous meeting of Senate.  The Guidance for staff has been widely consulted on and shared with the Unions with their feedback incorporated.
<b>Questions for Senate to consider</b>	Is Senate content to approve the statement which defines Queen Mary's approach to dignity at work and study?
<b>Regulatory/statutory reference points</b>	QMUL Equality Diversity and Inclusion Objectives 2016-2020 Equality Act 2010 Education Act (No 2) 1986 Human Rights Act 1998 Committee of University Chairs, <i>Higher Education Code of Governance</i> UUK report, <i>Changing the Culture, report of the taskforce examining violence against women, harassment and hate crime affecting university students.</i>
<b>Strategy and risk</b>	
<b>Reporting/consideration route for the paper</b>	
<b>Authors</b>	Sandra Brown, Diversity and Inclusion Manager
<b>Sponsor</b>	Jonathan Morgan, Academic Registrar and Council Secretary

## Dignity at Queen Mary University of London

Queen Mary is committed to creating an environment for work and study where staff and students are treated with dignity and respect, and where bullying and harassment are not tolerated. This statement reflects the university's approach to ensuring that its community is free from all forms of prejudice, discrimination, harassment and bullying.

Our core values shape and influence the life of our institution, guiding behaviour in all of our endeavours.

- We act with integrity and to the highest ethical standards in all that we do.
- We adhere unequivocally to our fundamental academic mission.
- We promote a strong collegial community through openness, listening and co-operation.
- We are diverse and inclusive, recognizing talent and nurturing the best and brightest, regardless of background.
- We support and engage with our local community, and more widely with London, the UK and internationally.
- We foster innovation and creativity, responding to new opportunities to further our academic ambitions and our wider purpose.

In support of our values, we take a zero-tolerance approach to all forms of behaviour from staff, students or visitors that might violate the dignity of others. This means that Queen Mary will never tolerate, condone or ignore bullying, harassment, victimisation or hate crime of any kind. We recognise that unacceptable behaviours can take many forms: they may be carried out face-to-face or through use of electronic media; they may be subtle or overt abuses of power. All members of Queen Mary have a collective responsibility to encourage a culture of dignity and respect, to treat others fairly and with courtesy and consideration, and to challenge inappropriate behaviour when it is safe to do so. Managers, tutors and supervisors have a particular responsibility to lead by example, identifying inappropriate cultures and behaviours when these occur and taking prompt action to stop them.

Any allegation of bullying, harassment, victimisation or hate crime of any kind will be treated seriously, regardless of the seniority of those involved, and anyone found to have behaved unacceptably may be subject to disciplinary action up to and including dismissal or expulsion.

Date approved:

## **Section 1. Guiding Principles**

### **1. Rights and responsibilities**

- 1.1 All members of the university community are expected to behave professionally and in turn have the right to expect professional behaviour from others. We all have a personal responsibility to comply with the Dignity Statement by:
  - a) treating each other with respect, courtesy and consideration at all times;
  - b) discouraging any form of harassment by suitably challenging inappropriate behaviour, making it clear that such behaviour is unacceptable, and raising concerns so they can be dealt with where appropriate;
  - c) supporting any member of our community who feels they have been subject to unacceptable behaviour to raise their concerns informally or formally as appropriate.
- 1.2 People in leadership roles have particular responsibility for setting standards, ensuring that appropriate workplace behaviours are maintained, and ensuring that concerns can be raised and are addressed.

### **2. Zero tolerance**

- 2.1 Queen Mary is committed to investigate all allegations of behaviour in the context of work or study that violates the dignity of members of our community and to take action in response where appropriate. We will work across the university to develop and deliver comprehensive and evolving approaches to prevention, reporting, investigation and resolution.

### **3. What is harassment and bullying**

- 3.1 Harassment or bullying occurs when somebody intentionally or unintentionally violates a person's dignity, or creates an intimidating, hostile, degrading, humiliating or offensive environment which interferes with an individual's learning, working or social environment.
- 3.2 Bullying is offensive, intimidating, malicious or insulting behaviour, possibly involving the misuse of power, that can make a person feel humiliated, undermined or threatened.
- 3.3 Harassment may involve sexual harassment, or be related to a protected characteristic under the Equality Act 2010, including age, disability, race, sex, gender and gender identity, transgender identity, pregnancy and maternity, marriage and civil partnership, nationality, religion or belief (including no belief), or sexual orientation.
- 3.4 Harassment may amount to a hate crime, which is any act of violence or hostility towards a person or property that is motivated by hostility or prejudice towards a person due to a particular protected characteristic.

### **4. Reasonable management actions/workplace interactions**

- 4.1 To enable Queen Mary to meet its strategic objectives, managers are expected to lead and manage their staff. This will involve:
  - a) issuing reasonable instructions and expecting them to be carried out;
  - b) setting and informing staff of expected standards of performance and behaviour;
  - c) invoking the disciplinary and capability procedures to manage cases of misconduct or poor performance.

- 4.2 Managers are expected to carry out these duties in a fair and consistent manner. Carrying out these functions in itself does not constitute an act of bullying or harassment. Any possible abuse of this authority may, however, constitute bullying or harassing behaviour.
- 4.3 Every individual has a responsibility to understand that views and opinions held by others, such as decisions made by managers and supervisors, may not always concur with their own. Such differences of opinion are unlikely to constitute harassment and bullying unless they are raised or dealt with in an unfair or discriminatory way.
- 4.4 Vigorous academic debate, which encourages different points of view with the effect of stimulating and encouraging thought and discussion, is critical to the success of the university. This requires all members of the university community to treat others with dignity and respect, and never to express their views in ways that create an intimidating, hostile, degrading, humiliating or offensive environment, whether face-to-face or through use of electronic media.

## **5. Criminal offences**

- 5.1 Some forms of bullying or harassment constitute unlawful discrimination, such as if it relates to a person's age, disability, gender reassignment, gender, race, religion or belief, sex or sexual orientation. Serious bullying and harassment may amount to civil or criminal offences under the Protection from Harassment Act 1997 and criminal offences of harassment, alarm and distress under the Public Order Act 1986.
- 5.2 It is strongly advised to report to the police any alleged assault or behaviour that is considered a criminal offence. The services listed in Appendix 2 can help anyone to report such an incident.
- 5.3 Once a formal complaint is pursued, it is likely to be appropriate and/or necessary for certain information to be provided to others within the university and/or to external bodies. Queen Mary will not report a matter to the police without the complainant's express agreement, unless the matter poses an immediate threat to the individual concerned, or to other members of the university community.

## Section 2. Guidance for staff

### 1. Making an informal complaint

- 1.1 It is often possible to sort out matters informally, particularly if the person or persons causing the offence do not know that their behaviour is unwelcome or upsetting. An informal discussion may help them to understand the effect of their behaviour and agree to change it. Other informal routes include:
- making 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);
  - seeking support or advice from a friend, a work colleague or, if appropriate, a trade union representative;
  - contacting the Queen Mary employee assistance programme, Workplace Options (Freephone 0800 243 458);
  - contacting a colleague who has been trained to help in this type of situation (information about Dignity Disclosure Officers can be found in Appendix 1);
  - speaking to a member of staff from HR who can advise on your options, including mediation;
  - raising your concerns with your line manager.

### 3. Making a formal complaint

- 3.1 If you wish to make a formal complaint, you can do so under the university's Grievance Policy and Procedure.

[www.hr.qmul.ac.uk/procedures/policies/grieve/index.html](http://www.hr.qmul.ac.uk/procedures/policies/grieve/index.html)

- 3.2 If you wish to make a formal complaint of harassment and/or bullying, please include:

- the name(s) of the person(s) whose conduct you consider amounts to harassment or bullying;
- the type of conduct that is causing offence, together with specific examples;
- dates and times when incidents of harassment or bullying occurred, and where they occurred;
- the names of any colleagues or students who witnessed any incidents, or who themselves may have been the victims of harassment or bullying by the same person;
- details of actions that you have already taken to try to deal with the issues raised.

- 3.3 During the process of dealing with the grievance, the Head of School/Institute/Directorate, or their nominated representative, will, if appropriate, take proportionate and reasonable steps to minimise and/or supervise any contact between the relevant parties and keep them informed about this at all times.

- 3.4 Appropriate safeguards will be put in place against the possibility of recrimination or victimisation, particularly in cases where a grievance is upheld. The Head of School/Institute/Department, or their nominated representative, has a duty as far as possible to monitor the longer-term situation with regard to day-to-day working relations within both the immediate workplace and the wider community.

### 4. Physical assault

- 4.1 If you have been physically attacked or assaulted you should seek help immediately. If you have been sexually assaulted or raped it is particularly important that you seek advice and medical assistance immediately. It is strongly recommended that such crimes are reported to



the police. For cases of sexual assault, an alternative is to seek advice from The Havens (see Appendix 2).

- 4.2 The contacts suggested in Appendix 2 will offer support in deciding what action to take. Queen Mary will not report a matter to the police without the individual's express agreement, unless the matter poses an immediate threat to the individual concerned, or to other members of the university community.

## **5. Accusations of harassment or bullying**

- 5.1 If you are approached informally by someone, or on behalf of someone, about your conduct or behaviour, do not dismiss their complaint. Remember that people find different things acceptable or unacceptable, and that everyone has the right to decide what behaviour is acceptable to them and to have their feelings respected by others. You should carefully consider the information provided, as it may be that you have upset or offended someone unintentionally. If that is the case, the person who approached you may be content with your explanation and an apology, together with an assurance from you that you will not repeat the conduct or action. If you are accused of harassment or bullying, support and advice is available (see Appendix 2).
- 5.2 If you are approached about informal allegations in relation to your conduct or behaviour and mediation is proposed as an option, then you should carefully consider this as a helpful way forward to resolve the concerns raised. Mediation will only be viable where both parties agree to it. Further advice on mediation is available on the HR website.

[www.hr.qmul.ac.uk/procedures/policies/medn/i](http://www.hr.qmul.ac.uk/procedures/policies/medn/i)

- 5.3 If a formal complaint is made about your behaviour, this will be investigated under the university's Grievance Policy and Procedure.

[www.hr.qmul.ac.uk/procedures/policies/grieve/index.html](http://www.hr.qmul.ac.uk/procedures/policies/grieve/index.html)

## **6. Harassment or bullying by a student**

- 6.1 Should you wish to make an allegation of harassment or bullying against a student, you should first raise the issue with your Head of School/Institute/Directorate. Formal complaints of this nature can be dealt with under the Code of Student Discipline.

<http://www.arcs.qmul.ac.uk/students/student-appeals/misconduct/>

## **7. Harassment or bullying by visitors to the university**

- 7.1 If you believe you are being harassed whilst at work by someone who is not employed or studying at the university, you should report the matter to your Head of School/Institute/Directorate.

## **8. Confidentiality**

- 8.1 Information concerning allegations of bullying or harassment will be treated confidentially and shared only on a need to know basis, including with the individual against whom a complaint is brought. Queen Mary will not disclose details of an allegation without the complainant's express consent, unless the matter poses an immediate threat to the complainant, or to other members of the university community.

## **9. Vexatious or Malicious Complaints**

- 9.1 If at any time there is evidence that a complaint is vexatious or malicious, or if the complaint is deemed not to be of genuine substance by the member of staff hearing it, no further action will be taken regarding the complaint.
- 9.2 Disciplinary action may be taken in relation to the complainant if the complaint is considered to be vexatious or malicious.

## **10. Monitoring**

10.1 Queen Mary will collect information relevant to this guidance through:

- a) relevant surveys, which will include questions relating to harassment where appropriate;
- b) the frequency and nature of incidents which are brought to the attention of the Dignity Disclosure Officers;
- c) the frequency and nature of formal complaints.

10.2 This guidance for staff will be reviewed every two years.

## Appendix 1

### DIGNITY DISCLOSURE OFFICERS

#### 1. What is a Dignity Disclosure Officer?

Dignity Disclosure Officers (DDO) provide confidential support to individuals who may be experiencing difficulties relating to harassment and/or bullying. Confidential support means that if a colleague or student consults a DDO, no one else will normally be involved without their permission. If there is a serious risk of harm to the colleague or others, information may need to be passed on, but attempts to obtain the colleague's permission for this first would always be sought.

Dignity Disclosure Officers act as a sounding board by giving individuals an opportunity to talk through their concerns with a trained colleague who will respect their privacy, discuss options and implications, and generally provide confidential and informal support. They may also recommend that the colleague talk to a trade union representative if appropriate. It will be for the individual to decide if they wish to pursue any of the options open to them.

#### 2. Who do DDOs report to?

The Dignity Disclosure Officers are part of a confidential volunteer network. They have support from the Diversity & Inclusion team and endorsement from senior management who recognise the valuable contribution these roles make. Any information shared with a DDO is strictly confidential and, no one else will normally be involved without your permission.

#### 3. How does the DDO network relate to the Dignity at Work and Study general guidance?

Seeking support from a DDO does not form any part of formal procedures. No written records are kept by the DDO volunteers but individuals can take notes if they wish to. However, DDO's cannot be called as witnesses for the person making the complaint under the university's formal process.

#### 4. Can anyone become a DDO?

All colleagues are welcome to apply to become a Dignity Disclosure officer. Volunteers should register their interest with the Diversity & Inclusion Manager for training to be arranged. The process for selection and training includes pre and post interviews to assess suitability.

#### 5. What qualifications do the DDOs have?

The role of the DDO does not include counselling so they do not require formal qualifications. All DDOs will go through a university supported training programme which includes regular refresher courses.

#### 6. When should you contact a DDO?

Staff or students can contact a DDO whenever they feel that confidential support would be of use to them. It can be helpful to talk through any incidents at an early stage before the situation escalates.

#### 7. What support will be available to DDO's?

The following support will be available to DDO's:

- Trial of a 'buddy system' for taking first disclosure.
- Pastoral support from the Diversity and Inclusion Team.
- Pastoral support from Advice and Counseling and from Work Place Options.
- Termly network group meetings.
- Dedicated web page for DDO's.

## Appendix 2

### Sources of Support

1. The university recommends the Dignity Disclosure Officers network as the first source of support and advice for anyone who believes they are being subjected to harassment.

Service	Contacts
Dignity Disclosure Officers Network	Diversity & Inclusion Team
	<a href="#">DDO list (add hyperlink)</a>

2. The groups/people below will also be able to offer support, help and advice to those subjected to, witnessing or accused of harassment.

Service	Information and Contacts
<a href="#">The Havens</a>	Specialist centres in London that provide medical help, counselling, practical advice and emotional support for anyone who has been raped or sexually assaulted. You do not need to report anything to the police to get support from the Havens. There is a Haven centre at the Royal London Hospital in Whitechapel. <b>Tel (Whitechapel centre): 020 7247 4787 (staff on call 24 hours a day, every day of the week)</b>
<a href="#">East London Rape Crisis Service</a>	A free, confidential specialist help for women who have been raped or experienced any form of sexual violence, whatever the assault and whenever it occurred. If you would like to access the service or would simply like more <b>information call 0207 683 1210</b> , if your call is unanswered leave a message with a safe telephone number and they will call you back.
<a href="#">Being Heard</a>	A support group that runs weekly for young people aged 16-25 affected by sexual violence. <b>Please refer to the website for more details</b>
<a href="#">CliniQ</a>	Sexual health and well-being service for Trans people, their partners and friends based in Soho.
<a href="#">Survivors UK</a>	offers information, support and counselling to men who have been raped or sexually abused as adults or in childhood
National Helplines	<a href="http://nationalbullyinghelpline.co.uk/">http://nationalbullyinghelpline.co.uk/</a> <a href="https://www.citizensadvice.org.uk">https://www.citizensadvice.org.uk</a> <a href="https://www.gov.uk/discrimination-your-rights/discrimination-at-work">https://www.gov.uk/discrimination-your-rights/discrimination-at-work</a>

<u>Specifically for Staff</u>	
<b>Human Resources</b>	<a href="http://www.hr.qmul.ac.uk/contact/whoswho/index.html">http://www.hr.qmul.ac.uk/contact/whoswho/index.html</a>
<b>Occupational Health</b>	<a href="http://www.hr.qmul.ac.uk/Occupational%20Health/about-us/index.html">http://www.hr.qmul.ac.uk/Occupational%20Health/about-us/index.html</a>
<b>Workplace Options</b>	<a href="http://www.hr.qmul.ac.uk/Occupational%20Health/Colleagues-Support/index.html">http://www.hr.qmul.ac.uk/Occupational%20Health/Colleagues-Support/index.html</a>
<b>Trade Union Representatives</b>	<a href="http://www.hr.qmul.ac.uk/workqm/unions/index.html">http://www.hr.qmul.ac.uk/workqm/unions/index.html</a>
<b>Stop Hate UK</b>	<a href="https://www.stophateuk.org/qmul-reporting-page/">https://www.stophateuk.org/qmul-reporting-page/</a>
<u>Specifically for Students</u>	

[Advice and Counselling Service](#): counselling is available for confidential emotional support:

[Academic Advice Service](#), QMSU: Confidential advice and support about bullying and harassment, and support with submitting a complaint under the code of student discipline

[Residential Support](#): Pastoral support for students living in QMUL accommodation

[Student Support](#) within Academic Schools: Support with pastoral support for issues that affect your academic programme and studies

<http://www.qmul.ac.uk/studentlife/support/index.html>

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