



Phone Credit for Refugees Bullying and Harassment Policy

Introduction

Phone Credit for Refugees (PC4R) is committed to creating a work environment free of harassment and bullying, where everyone is treated with dignity and respect. We have a duty of care to provide a safe environment and safe systems within which volunteers, donors, and refugees can interact and volunteers can perform their duties.

Harassment and bullying can have very serious consequences for individuals and the charity. Harassment or bullying may make people unhappy, may cause them stress and affect their health or family and social relationships, may affect their work performance, and could cause them to leave their job. Severe cases of harassment and bullying can even lead to mental illness and suicide.

PC4R will not tolerate bullying and harassment of any kind. All allegations of bullying and harassment will be investigated and, if appropriate, disciplinary action against volunteers will be taken. Refugees or donors found to be bullying other members of the group or the volunteers will be banned from the group.

We do not tolerate victimisation of a person for making allegations of bullying or harassment in good faith or supporting someone to make such a complaint.

Who is covered by this policy?

This policy covers bullying and harassment of and by volunteers, refugees, donors, or other members of the Phone Credit for Refugees and Displaced People Facebook group.

Volunteers may be disciplined or dismissed from their post as a result of an investigation under this policy. For people who are not employed by the charity, such as donors or refugees, we will take appropriate action to ensure that the bullying or harassment ceases.

This may take the form of warnings, removal from the group, or legal action in extreme cases.

The policy covers bullying and harassment online and in any work-related settings, e.g. business trips and work-related social events.

What is bullying and harassment?

Bullying is offensive, intimidating, malicious or insulting behaviour, and/or an abuse or misuse of power that is meant to undermine, humiliate or injure the person on the receiving end.

Harassment is unwanted conduct related to relevant protected characteristics, which are sex, race (which includes colour, nationality and ethnic or national origins), disability, sexual orientation, religion or belief and age, that:

- has the purpose of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person; or
- is reasonably considered by that person to have the effect of violating his/her dignity or of creating an intimidating, hostile, degrading, humiliating or offensive environment for him/her, even if this effect was not intended by the person responsible for the conduct.

People can be subject to bullying and harassment on a wide variety of grounds including:

- ethnic origin, nationality, skin colour or cultural differences
- gender or gender re-assignment
- sexual orientation
- religion or belief
- a willingness to challenge harassment, leading to victimisation
- age
- disabilities, sensory impairments or learning difficulties
- political views
- clash of personalities
- perceived poor performance.

Bullying and harassment may take many forms:

- verbal and written harassment through jokes, offensive language, gossip, slander and letters
- isolation or non-cooperation at work
- coercion
- persistent undermining of an individual
- rudeness and verbal aggression.

Our response to bullying and harassment

We will treat every case of proven bullying or harassment as a disciplinary offence, which in severe cases could lead to termination of a volunteer in line with our complaints process, or in referral to the police for investigation.

All allegations of bullying and harassment will be treated seriously and confidentially. Investigations will be undertaken and solutions will be sought in discussion with the complainant who will be protected against any form of victimisation that may arise as a result of making the complaint.

Informal process

If an incident occurs which you feel may be harassment or bullying, you may prefer initially to attempt to resolve the problem informally, if you feel able to do so. In some cases it may be possible and sufficient to explain clearly to the person engaging in the unwanted conduct that the behaviour in question is not welcome and that it offends you or makes you uncomfortable. You should make it clear that you want the behaviour to stop.

If you find that this course of action is not possible because it is too embarrassing or difficult, or the harassment already complained about continues, then you should speak to the Chief Volunteer. Volunteers in such a position may wish to discuss the matter with a work colleague, friend or relative who may accompany them and support them in such discussions.

Complaints about volunteers

If allegations of bullying or harassment are raised about a volunteer, the complaint will be reviewed by the Management Committee. We will take steps to investigate and address the complaint in line with our complaints procedure.

Complaints about third-parties

If allegations of bullying or harassment are raised about third-parties (such as refugees, donors, or members of the Facebook group), the complaint will be reviewed by the Management Committee. We may ask questions of the complainant and the person complained about, or ask for a response to the complaint in writing.

If the allegations of bullying or harassment are upheld, the Management Committee will take the necessary action to ensure the bullying or harassment stops. This may be in the form of a warning, removal from the group, or in very serious cases, referral to the police.

Both parties will be given written reasons for any decision we make under this policy.