



# **Dignity at Work Policy and Procedure**

**(Previously Anti Bullying and Harassment Policy and Procedure)**

**Policy No. 9**

<b>People Area</b>	<b>Dignity at Work Policy and Procedure</b>
<b>Authored by (Responsible Officer):</b>	<b>Senior Head of People (SHP)</b>
<b>ELT Approved:</b>	<b>22 Dec 2021</b>
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<b>CFA Approved:</b>	<b>Not applicable, policies approved Executive Committee under Delegated Powers</b>
<b>Policy Register Review Date:</b>	<b>Jan 2025</b>
<b>Implementing Officer:</b>	<b>Head of Human Resources</b>

# 1. Policy

## 1.1 Policy Statement

- 1.1.1 Cleveland Fire Authority is committed to providing a workplace that ensures all of its employees are valued and treated with dignity and respect. The Authority is committed to protecting all employees against bullying, harassment, or victimisation. The Authority recognises that bullying and harassment is unlawful and takes a zero-tolerance approach to any behaviour of this kind. The Authority will also not tolerate victimisation of a person for making allegations of bullying or harassment, or for supporting someone else to do so.
- 1.1.2 The Authority is committed to the provision of measures to prevent bullying and harassment and all allegations will be investigated and managed appropriately, which may include disciplinary action.
- 1.1.3 The policy explains the support available and the procedure to be utilised to support the informal resolution of issues relating to bullying and/ or harassment. The formal route to address any such issues is subject to an investigation through the Disciplinary Procedure.

## 1.2 Policy Aim

- 1.2.1 The aim of this policy is to reinforce a culture within the Brigade in which bullying, and harassment is known to be unacceptable, and employees feel confident enough to address any concerns they may have with the necessary support to do so, in a positive and proactive manner. It aims to support dignity in the workplace and the prevention of bullying and harassment, providing a safe, healthy, and fair working environment.
- 1.2.2 To support the achievement of its' aims the Authority will:
- support positive employee relations
  - establish transparent communication channel for raising issues relating to dignity at work
  - eliminate behaviours not conducive to positive working relationships and maintain the Brigade's excellent reputation.
  - ensure that all employees are aware of their right to be treated with dignity and respect and not be subjected to bullying and/or harassment.
  - ensure that all employees are aware of their obligation to their colleagues
  - maintain fair procedures for promptly dealing with complaints from employees
  - ensure any such issues are dealt with promptly, fairly, and in a sensitive and confidential manner

## 1.3 Scope

- 1.3.1 This policy and its procedure apply to all employees who are directly employed by Cleveland Fire Brigade. It relates to bullying, harassment, and victimisation in the workplace and in any work-related setting away from Brigade premises including work-related social events.

1.3.2 This policy covers dignity at work relating to anyone else commissioned to work for, and on behalf of, Cleveland Fire Brigade whether by direct contract or otherwise. In the event that a third party makes a claim, or is accused of bullying or harassment the policy will be applied with the appropriate modifications as determined by the nature of the relationship (e.g. agency worker).

1.3.3 This policy and its associated procedure are one of several policies and procedures relating to the management of employee concerns within Cleveland Fire Brigade, as detailed below:

- Discipline Policy and Procedure No P4
- Resolution (Grievance) Policy and Procedure No P5
- Whistleblowing Policy and Procedure

#### **Definition and General Principles**

1.3.4 Dignity at work is the principle of maintaining a healthy, safe and enjoyable workplace. It can only be achieved where the workplace is free from bullying, harassment and victimisation and all staff are considerate of each other and treat each other with respect.

1.3.5 The general definition of bullying and harassment is related to action experienced by an employee that is unwelcome, unwanted and causes a detrimental effect.

1.3.6 Bullying may be characterised as unwanted behaviour from a person or group that is either offensive, intimidating, malicious or insulting or an abuse or misuse of power that undermines, humiliates, or cause physical or emotional harm to someone (ACAS).

1.3.7 Harassment is unwanted behaviour which an individual finds offensive or which makes them feel intimidated or humiliated. It can happen on its own or alongside other forms of discrimination. Harassment is unlawful discrimination under the Equality Act 2010 if it is because of or connected to one of these things:

- age
- disability
- gender reassignment
- race
- religion or belief
- sex
- sexual orientation

1.3.8 The Equality Act calls these things protected characteristics. Harassment because of one of these characteristics is called harassment related to a protected characteristic.

- 1.3.9 The unwanted behaviour must have either violated the person's dignity, whether it was intended or not or created an intimidating, hostile, degrading, humiliating or offensive environment for the person, whether it was intended or not (ACAS). Whilst harassment applies to all protected characteristics, it does not mean that the individual must possess one or more of them to claim unwanted conduct. An individual who is perceived to have a protected characteristic, or treated as they do, is covered under the definition of harassment.
- 1.3.10 Victimisation is defined as being treated unfairly because you made or supported a complaint. If it is related to a protected characteristic, it is considered unlawful under the Equality Act 2010. Vexatious and/or unfounded complaints relating to victimisation will result in disciplinary action against the claimant.
- 1.3.11 It is recognised that the interpretation of behaviour can be subjective and for this reason a list of unacceptable behaviour covered by this policy and procedure is covered below, but which is not limited to:
- physical contact ranging from unwelcome touching or violence
  - spreading malicious rumours, or insulting someone by word or behaviour
  - jokes or comments of a sexual nature (gender or sexual orientation), racial, age, disability or religious belief that may cause offence
  - questions about the person's sex life
  - copying correspondence (such as an email) that is critical about someone to others who do not need to know
  - ridiculing or demeaning someone
  - unwanted or inappropriate nicknames
  - the use of obscene gestures
  - the open display of pictures or objects with sexual and/or racial overtones, even if not directed at any particular person e.g. magazines, calendars, posters etc.
  - exclusion or victimisation
  - unfair treatment
  - overbearing supervision or other misuse of power or position, including offer of rewards in exchange for sexual favours
  - unwelcome sexual advances – touching, standing too close
  - making threats or comments about job security without foundation
  - deliberately undermining a competent worker by overloading them and giving constant criticism
  - preventing individuals progressing by intentionally blocking promotion or training opportunities
  - repeated verbal abuse including shouting or swearing
  - defamatory remarks or ridicule
  - deliberately sabotaging or impeding work effort
  - setting unrealistic deadlines for an increased workload
  - exclusion from meetings that the employee has a reasonable expectation of attending

- refusal of reasonable requests for leave or training (without reasonable cause)
- inappropriate comments made using social media, including those made outside of work

#### 1.4 Policy Category

- 1.4.1 This policy is categorised as '**Corporate Authority**' within the Key Document Framework.

## 2 Organising

#### 2.1 **Cleveland Fire Authority** is responsible for:

- approving the Authority's Dignity at Work Policy and Procedure

#### 2.2 **Chief Fire Officer** is responsible for:

- the management of any concerns raised through the Dignity at Work Policy and Procedure in line with Authority's Scheme of Delegation
- creating and promoting an open, positive, and constructive working environment

#### 2.3 **Assistant Chief Fire Officer Strategic Planning and Resources** is responsible for:

- maintaining and developing the framework for the practical application of this Policy and Procedure in line with the Authority's Scheme of Delegation
- overseeing all aspects of the policy and procedure
- reviewing monitoring reports related to any concerns raised through the Dignity at Work Policy and Procedure

#### 2.4 **Senior Head of People** is responsible for:

- monitoring concerns raised through the Dignity at Work Policy and Procedure
- monitoring arrangements within their functional area with reference to any concerns raised through the policy and procedure

#### 2.5 **Head of Human Resources** is responsible for:

- implementing this policy and procedure
- providing training and development to those involved in the application of this policy and procedure
- ensuring that the policy and procedure meets and continues to meet the requirements of employment legislation
- providing advice and guidance to managers and staff with reference to claims or bullying, harassment and victimisation
- effectively communicating this policy and procedure to all staff
- managing, administering, and coordinating all concerns raised through the Dignity at Work Policy and Procedure
- maintaining management information relating to concerns raised through the Policy and Procedure and producing relevant reports to the Executive Leadership Team

- 2.6 **Heads of Department/ Line Managers** are responsible for:
- ensuring the fair and consistent application of this policy and procedure
  - informing HR of any concerns or potential concerns – informal or formal with reference to dignity at work
  - undertaking training in the management of any concerns raised under this policy and procedure
  - supporting all employees who are affected by this policy and procedure
- 2.6 **Individuals** are responsible for:
- adhering to the requirements of this policy and procedure
  - upholding the position that bullying, harassment and victimisation are unacceptable
  - treating colleagues with dignity and respect and ensuring a supportive working environment
  - intervening to stop bullying or harassment
  - reporting any incidents of bullying, harassment and/ or victimisation
- 2.7 **Trade Unions and Representative Bodies** are responsible for:
- supporting the implementation of, and adherence to, this policy and procedure

### 3 Planning and Implementing

- 3.1 This policy is underpinned and implemented through the Authority's Dignity at Work Procedure Appendix 1.
- 3.2 All new staff will be made aware of this policy and procedure during their induction and all documents will be available on the Brigade's Intranet.
- 3.3 Existing staff will be informed of this policy and procedure as per the Brigade's Policy Framework Procedure.

### 4. Resource Implications

- 4.1 There are people resources required to coordinate the procedure; most of this work is regarded as a combination of the core work of the Human Resources Department and the day-to-day duties of staff with line management responsibility.

## **5 People Impact Assessment**

- 5.1 This policy has been assessed in accordance with the Brigade's People Impact Assessment Procedure.
- 5.2 The findings of the People Impact Assessment conclude that the Dignity at Work Policy and Procedure does not have a detrimental impact on any group of staff, including those with one or more protected characteristics. Conversely, the Dignity at Work Policy and Procedure is considered to provide additional benefits to staff, in the context of protection against unacceptable behaviour.

## **6 Monitoring**

- 6.1 The Head of HR will monitor activities under this policy and procedure.

## **7 Audit**

- 7.1 This policy will be audited in accordance with the procedure detailed within the Authority's Policy Framework.

## **8 Review**

- 8.1 The ACFO SPR will undertake a review of this policy in 2025 to ensure it is taking account of any new or emerging political, social, technological, legislative, environmental, competitive, citizen or reputational factors.



### Procedure

#### **1. Introduction**

- 1.1 This is the procedure that underpins and implements Cleveland Fire Authority's Dignity at Work Policy.

#### **2. Scope or Definition**

- 2.1 This policy and its procedure apply to all employees who are directly employed by Cleveland Fire Brigade.

#### **3. Background**

##### **3.1 Employment Law and Best Practice**

Consideration will be given to all aspects of employment law to ensure that the Authority is compliant throughout any element of the application of this policy and procedure.

##### **3.2 Employment Rights Act 1996 (section 80F – 80I) and Employment Act 2002**

The above regulations relate to the general principles afforded to individuals with employed status in an organisation.

##### **3.3 Data Protection Act 1998/ General Data Protection Regulation (GDPR)**

The Authority's records relating to dignity at work will be kept confidential and in accordance with the Data Protection Act/ GDPR. Any documentation related to a dignity at work, will be placed on the individual's personal record file and retained for the duration of employment.

##### **3.4. Part-Time Workers (Prevention of Less Favourable Treatment) Regulations 2000 (PTW)**

The PTW regulations state that employers cannot treat part-time workers less favourably than their full-time equivalents and cannot subject them to any disadvantage (or detriment) because of their part-time status, unless objectively justified.

##### **3.5 The Equality Act 2010**

- 3.5.1 The Equality Act 2010 legally protects people from discrimination in the workplace. It is unlawful to discriminate against people because of any, or all, of the protected characteristics (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation).
- 3.5.2 The Authority will ensure that direct or indirect discrimination does not occur when applying the procedure. Direct discrimination is treating someone with a protected characteristic less favourably than others, whilst indirect discrimination involves the application of rules and/or arrangements in place that apply to everyone, but may put someone with a protected characteristic at an unfair advantage.

#### **4. Process for Raising Concerns**

- 4.1 The person experiencing the unwanted behaviour (the complainant) is encouraged to keep documentary evidence of each incidence of unwanted behaviour which he or she feels are actions of bullying or harassment. It should include, where possible, the following details:
- a) The name(s) of the alleged bully/ies or harasser(s)
  - b) Date of the alleged incident(s)
  - c) Location of alleged incident(s)
  - d) Details of the alleged incident(s)
  - e) Feelings of the complainant at the time of the alleged incident(s)
  - f) Names of any witnesses
- 4.2 It is always recommended that attempts are made to resolve matters informally and/or by mediation before formal procedures are considered.

#### **5. Informal Procedure (see Appendix 3)**

- 5.1 The objective of the informal procedure is to end the behaviour of the alleged bully/harasser, who is affecting the dignity of the complainant. In the first instance employees may choose to raise concerns with their line manager (or a more senior manager if the complaint relates to the line manager's behaviour) or by contacting the HR Department, a union representative or a colleague for informal advice and guidance. This can be either verbally or in writing.
- 5.2 At this stage the complainant has several options under the informal procedure, as described below:
- The complainant may want to approach the alleged bully/harasser to tell them that their behaviour is found to be upsetting and to explain why, and to ask them to stop behaving in this way. The employee may ask a colleague, trade union official or equivalent representative to be present for moral support. The employee should make it clear that if the behaviour does not stop then a formal complaint will be made. It is also important that the alleged bully/harasser recognises how and why their behaviour is affecting others.
  - The complainant may write directly to the alleged bully/harasser explaining what aspect(s) of his or her behaviour is/are causing offence and why and asking that he or she stops behaving in this way.
  - The individual may raise the issue with his or her line manager and ask for support in addressing the issue informally. This may/may not require mediator support at this point.

- 5.3 It is useful to provide specific examples of behaviour which has caused distress and to explain clearly why the behaviour was unacceptable. This will help in developing specific actions to address the issue and make it easier for the other party to alter his or her behaviour.
- 5.4 When a manager is made aware of a complaint the matter needs to be investigated swiftly and confidentially, ensuring that the rights and dignity of all the employees involved are preserved.
- 5.5 Due to the nature of bullying and harassment allegations, employees may wish to keep the issue informal or even anonymous. However, regardless of which means of resolution is to be considered, it must only be undertaken with the express consent of the complainant.
- 5.6 There may be circumstances however, where it is felt that an issue raised by an employee cannot be dealt with informally due to the seriousness of the issue or the risk of not addressing. In this circumstance advice should be sought from the HR Department. If the issue is to be progressed, the individual who raised the concern must be advised accordingly.
- 5.7 Any action taken should be documented to provide evidence if subsequent action is required. One outcome at this stage maybe to seek mediation support which should be requested on the form at Appendix 5.

## **6 Formal Procedure (see Appendix 4)**

- 6.1 Where an informal resolution is not possible, a decision may be taken that the matter is a disciplinary issue which needs to be dealt with formally, in line with the Disciplinary Policy. The wishes of the complainant must be considered in all cases. However, there may be exceptional circumstances where following a risk assessment, the Brigade considers that further action is required.
- 6.2 The complainant will be asked to put their formal complaint in writing at this stage, including full details of the incident(s) with dates, who was involved, any witnesses, any action they have taken to date and their desired outcome.
- 6.3 A short preliminary investigation may be required to make a decision on the way forward. This should mirror a preliminary investigation under the Disciplinary Procedure.
- 6.4 A decision to conduct a formal investigation will be made by a Senior Manager (Commissioning Manager) within the Department with advice from Human Resources, taking account of the details available at this stage.

6.5 In certain circumstances the formal procedure may be invoked without going through the informal procedure e.g. where the seriousness of the allegations warrant immediate action such as suspending the alleged bully/harasser whilst undertaking a formal investigation.

6.6 In the event counter-allegations are made against the complainant these will be formally investigated in the same manner as part of the same investigation.

### **Suspension**

6.7 In cases of a serious nature the alleged bully/harasser may be suspended from work pending further investigation or action. In this case the suspension process as outlined in the disciplinary policy will be followed.

### **Conclusion to the Formal Procedure**

6.8 The investigating manager will provide feedback on the facts of the investigation to the Commissioning Manager, who will then make a decision as to what action, if any, will be taken.

6.9 In most cases the options available to the Commissioning Manager, with regards to action are as follows:

- no formal action but verbal and written feedback to both the complainant and alleged offenders which is placed on their personal files
- mediation (in the event consent is obtained from relevant parties) (see Appendix 5)
- facilitated meeting (in the event consent is not obtained from relevant parties for mediation and / or there is a need for actions to be formally recorded)
- where it is identified that a breach of the Dignity at Work Policy/Code of Conduct/ Values and Ethical Behaviours has taken place, this will be treated as a disciplinary matter under the Disciplinary Procedure.

### **Feedback to the Complainant**

6.10 Following the decision made by the Commissioning Manager with regards to the action that will be taken, the complainant will receive feedback as to whether their dignity at work complaint has been upheld or not.

6.11 The complainant will not be notified whether the alleged bully/harasser is to be invited to a disciplinary hearing or not and / or what the outcome of that process is as this information is confidential in nature, however it is possible that the complainant may be invited to attend disciplinary proceedings as a witness.

6.12 In the event the complainant is notified their dignity at work issue is not upheld then they will have a right to appeal. Any appeal must be lodged in writing to the Head of Human Resources within three weeks of the date of the letter. The appeal process itself will mirror that of a Stage 3 grievance appeal.

### **Feedback to the Alleged Bully/Harasser**

- 6.13 Following the decision made by the Commissioning Manager with regards to the action that will be taken, the bully/harasser will receive feedback as to whether the allegations made against them have been upheld or not. Where reasonably practicable this communication should take place face to face.
- 6.14 In the event the allegations have not been upheld, the alleged bully/harasser will be notified that the complainant has a right to appeal and the timescales which apply to this.
- 6.15 In the event the allegations are upheld and are to proceed to a Disciplinary hearing the alleged bully/ harasser will be notified in writing of the decision to proceed to a disciplinary hearing. The Disciplinary Policy will then apply.

### **Follow Up**

- 6.16 Following both formal and informal bullying and harassment complaints, a record should be kept of the incident and forwarded to the HR Department so it can be kept on the personal file. This is necessary to ensure that the behaviour has stopped and that there has been no subsequent victimisation.

## **7 Anonymous Complaints**

- 7.1 Where anonymous complaints are received by managers, appropriate steps should be taken to remedy the situation. Such steps may include:
- raising awareness of the Dignity at Work Policy and the processes contained within it with all managers and staff within the department/ Station
  - contacting HR to discuss the complaint and possible actions
  - contacting your local Trade union representative for advice and support
- 7.2 Issues or complaints raised anonymously are often difficult to investigate and resolve. Therefore, if staff feel unable to approach the relevant manager, they are encouraged to contact an alternative manager, a Trade Union representative, or the Human Resources Department.

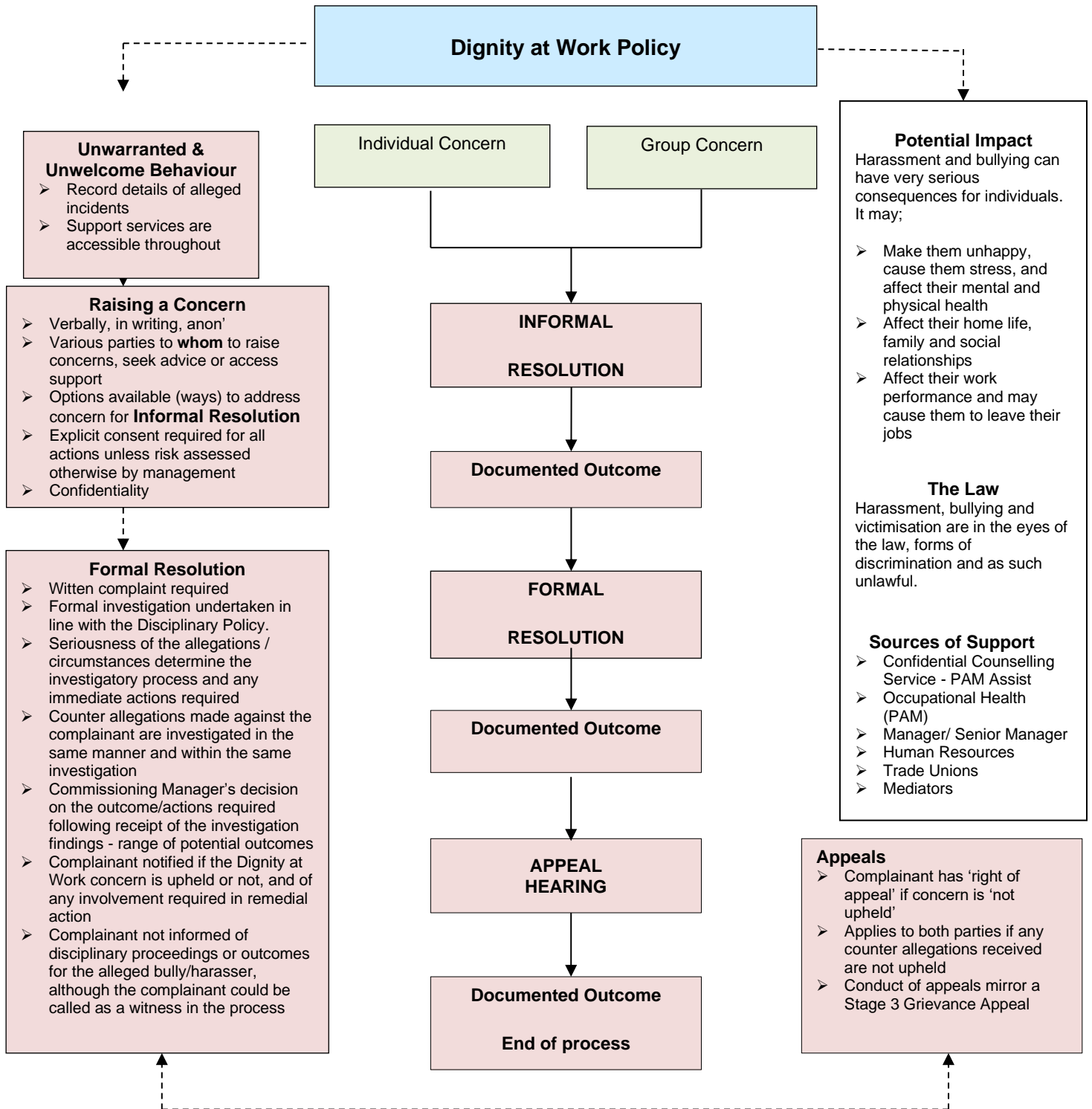
## **8 Support and Advice**

- 8.1 The following sources of support are available to staff either before, during or after a concern has been raised.
- 8.2 Counselling - The Brigade provides a confidential counselling service for its staff. This service can be accessed by contacting PAM Assist on [www.pamassist.co.uk](http://www.pamassist.co.uk) or 0800 8824102.
- 8.3 Occupational Health Service - Any member of staff who is involved in a dignity at work case may find it useful to talk to the occupational health service. A referral can be made through the Line Manager, Senior Manager or by contacting the Human Resources Department.

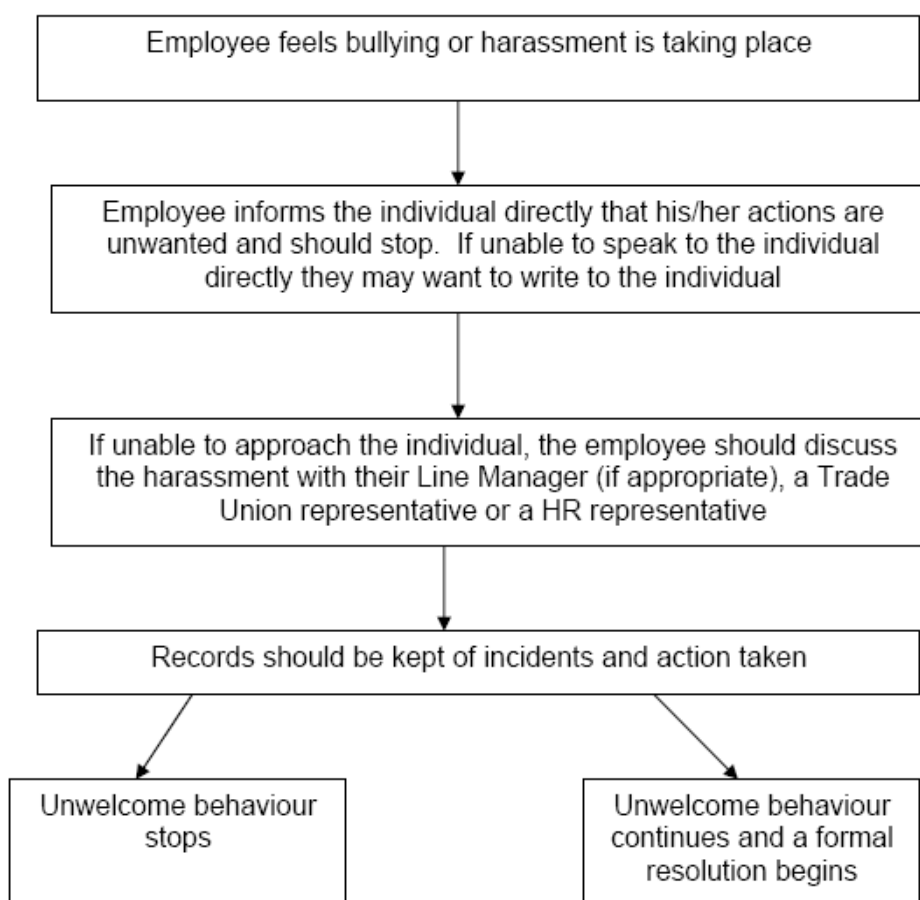
- 8.4 Mediators - Mediators are specially trained to facilitate informal outcomes where possible between those who have raised concerns and the people that they have raised concerns about. Mediators operate independently of their role within the Brigade for the purposes of mediation and offer an impartial and objective service. Where both parties agree to access mediation support, a referral may be made by a line manager by completing Appendix 5 of this policy. This forms part of the informal process within this policy. Further information is available from the HR department.
- 8.5 Trade Unions - The Brigade recognises the important role trade unions play in addressing dignity at work issues and members are encouraged to approach them with work-related issues to address unacceptable and inappropriate behaviours. Please contact your local Trade Union Representative directly.

## Executive Summary

## Appendix 2



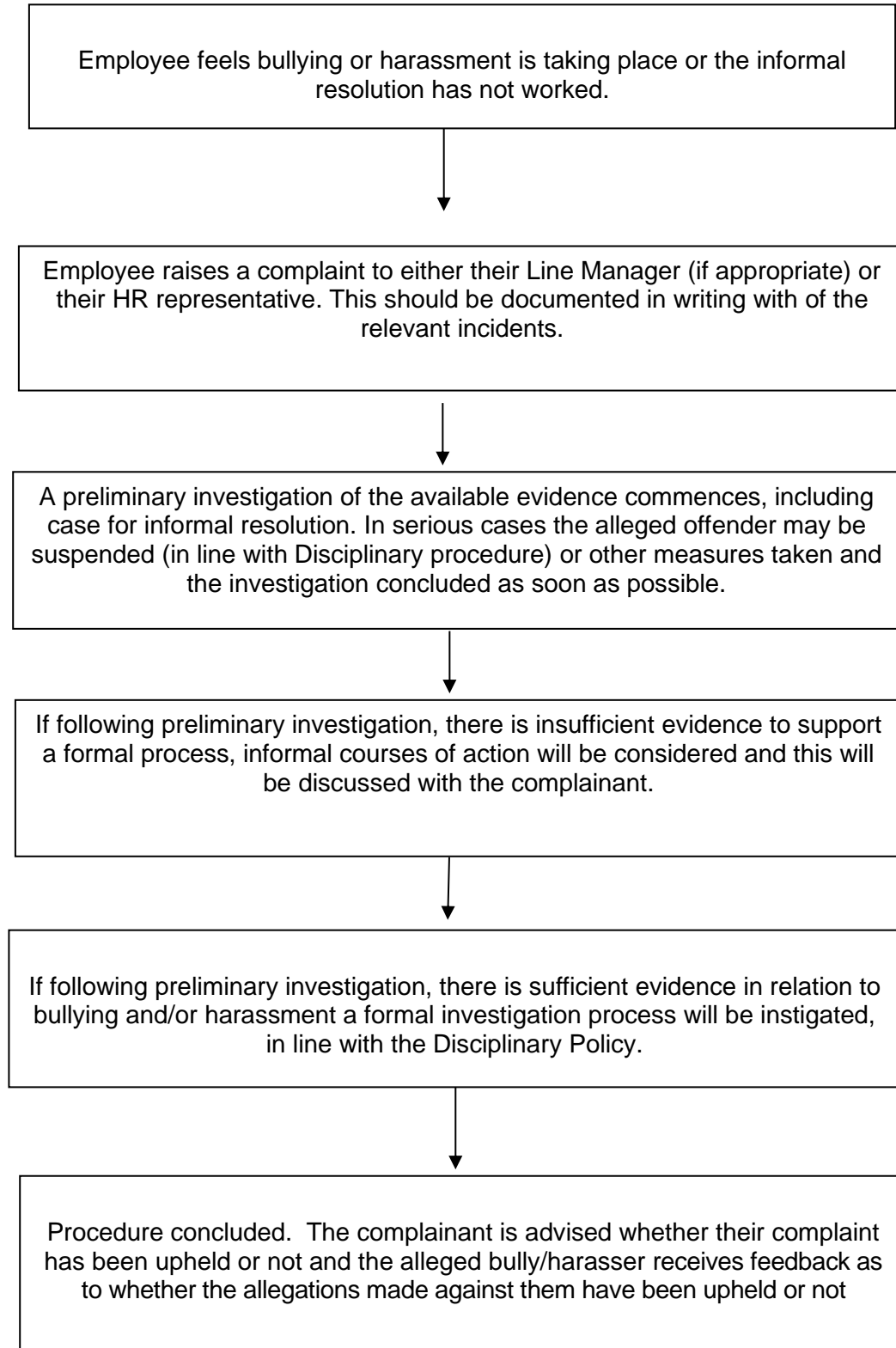
## Informal Process Flow Chart



**The above informal resolution may/may not include mediation support to resolve the matter at this stage in the process.**



Formal Process Flow Chart



## Appendix 5

### Mediation Referral Form

This form should be completed as fully as possible by the line manager of the complainant or a more senior manager. Contact details for both parties must be completed and consent to participate in mediation must be obtained prior to submission of this form.

#### Details of person completing the form (line manager or more senior manager)

Name	
Service	
Department/ Station	
Role	
Phone number	
Email address	

Details of participant/s; please attach details on an additional sheet if more participants are to be included. Participants will be contacted prior to mediation. Please also complete the monitoring data for each individual.

#### Participant 1:

Name	
Role	
Department/ Station	
Phone number	
Email address	
Relationship of participants	

**AGE:** 17-24 ☐ 25-35 ☐ 36-45 ☐ 46-55 ☐ 56-65 ☐ 66+ ☐

**GENDER:** Male ☐ Female ☐

#### TRANSGENDER:

Is your gender different to that assigned to you at birth? Yes ☐ No ☐ Prefer not to say ☐

**ETHNIC ORIGIN** (please tick as appropriate)**White**

- ☐ British
- ☐ Irish
- ☐ Eastern European
- ☐ Any other White background

**Asian or Asian British**

- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Any other Asian background

**Chinese or other ethnic group**

- ☐ Chinese
  - ☐ South East Asian
  - ☐ Any other (please specify)
- 

**Dual Heritage (tick all that apply)**

- ☐ Black Caribbean
- ☐ Black African
- ☐ Asian
- ☐ Chinese
- ☐ White
- ☐ Any other mixed background

**Black or Black British**

- ☐ Caribbean
- ☐ African
- ☐ Any other Black background
  
- ☐ Prefer not to specify

**SEXUAL ORIENTATION** (please tick as appropriate)Bisexual ☐ Gay ☐ Lesbian ☐ Heterosexual ☐ Prefer not to say ☐**RELIGIOUS BELIEF/FAITH** (please tick as appropriate)Buddhist ☐Hindu ☐Muslim ☐No Religion ☐Prefer not to say ☐Christian ☐Jewish ☐Sikh ☐Other (please specify) ☐**MARRIAGE & CIVIL PARTNERSHIP** (please tick as appropriate)Single ☐ Married ☐ Civil partnership ☐ Partner (other) ☐

**PREGNANCY & MATERNITY** (please tick as appropriate)Pregnant ☐      On Maternity leave ☐**Would you describe yourself as having a disability?** Yes ☐    No ☐    Prefer not to say ☐

(please note: The Equality Act 2010 defines a disability as a physical or mental impairment which has a substantial and long term adverse effect on a person's ability to carry out normal day to day activities. People who have a disability and people who have had a disability but no longer have one are covered by the Act).

**Participant 2:**

Name	
Role	
Department/ Station	
Phone number	
Email address	
Relationship of participants	

**AGE:**      17-24 ☐    25-35 ☐    36-45 ☐    46-55 ☐    56-65 ☐    66+ ☐**GENDER:**    Male ☐    Female ☐**TRANSGENDER:**Is your gender different to that assigned to you at birth?    Yes ☐    No ☐    Prefer not to say ☐

**ETHNIC ORIGIN** (please tick as appropriate)**White**

- ☐ British
- ☐ Irish
- ☐ Eastern European
- ☐ Any other White background

**Asian or Asian British**

- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Any other Asian background

**Chinese or other ethnic group**

- ☐ Chinese
  - ☐ South East Asian
  - ☐ Any other (please specify)
- 

**Dual Heritage (tick all that apply)**

- ☐ Black Caribbean
- ☐ Black African
- ☐ Asian
- ☐ Chinese
- ☐ White
- ☐ Any other mixed background

**Black or Black British**

- ☐ Caribbean
- ☐ African
- ☐ Any other Black background
  
- ☐ Prefer not to specify

**SEXUAL ORIENTATION** (please tick as appropriate)Bisexual ☐    Gay ☐    Lesbian ☐    Heterosexual ☐    Prefer not to say ☐**RELIGIOUS BELIEF/FAITH** (please tick as appropriate)

Buddhist

☐

Christian

☐

Hindu

☐

Jewish

☐

Muslim

☐

Sikh

☐

No Religion

☐

Other (please specify)

☐

Prefer not to say

☐

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**MARRIAGE & CIVIL PARTNERSHIP** (please tick as appropriate)Single ☐Married ☐Civil partnership ☐Partner (other) ☐

**PREGNANCY & MATERNITY** (please tick as appropriate)

Pregnant ☐      On Maternity leave ☐

**Would you describe yourself as having a disability?** Yes ☐    No ☐    Prefer not to say ☐

(please note: The Equality Act 2010 defines a disability as a physical or mental impairment which has a substantial and long term adverse effect on a person's ability to carry out normal day to day activities. People who have a disability and people who have had a disability but no longer have one are covered by the Act).

**Please provide a brief summary of the situation:**

**Please provide details of any action taken to date, including outcomes:**

**Please provide details of any specific needs of any of the parties (continue on a separate sheet if necessary):**



**Please outline your expectations of mediation, after discussion with the participants if appropriate:**

--

**Please tick the appropriate box and sign the form in the space provided to confirm that the information provided in this section is accurate.**

	Yes	No
Are all parties aware that this matter is being referred to the Brigade's mediation service?		
Have all parties consented to participating in mediation?		
Are all parties aware of your expectations of mediation?		
Are all parties aware that they will be contacted prior to mediation starting?		
Have the parties been provided with information on mediation?		

Signature\_\_\_\_\_

Print name\_\_\_\_\_

All cases referred for mediation are considered by the HR Department in the first instance. In the event that it is not appropriate for the case to be handled by internal mediators (e.g. due to its complexity, due to the relationship of a participant to the mediator(s), etc.) an external mediation service will be approached to facilitate the process.

**Please return the completed form to the Human Resources Department.**