

If you're ever concerned about how you or others have been treated at work, you should first speak to your manager. If it can't be resolved informally, a complaint can be raised using the most relevant formal process.

### Bullying and harassment

We're committed to making sure Royal Mail is place where everyone is treated with dignity and respect, and is free from bullying and harassment.

#### Definitions

- **Bullying** is intimidation that undermines someone's competence, effectiveness, confidence and integrity.
- A bully misuses their power, position or knowledge to criticise, humiliate or otherwise harm someone.
- **Harassment** is unwanted conduct with the purpose or effect of violating someone's dignity or creating a hostile, intimidating, degrading, humiliating or offensive environment for that person.
- This includes behaviour that employees find offensive even if it's not directed at them specifically.



### Dealing with bullying and harassment

- Most issues can be resolved informally. This could be done by discussing it with your manager, union representative or a work colleague. They will help you explore the issues and try to build an agreement for future working relationships.
- If it can't be resolved informally, or is a serious issue, the problem should be raised formally. This is done by completing a harassment complaints form (available from HR Services, Tel. 0345 6060 603 or the independent bullying and harassment helpline 0800 5874 777 / [www.rmgbh.co.uk](http://www.rmgbh.co.uk)), and then talking to your manager.
- As part of the Bullying and harassment policy we also provide mediation. Mediation is available at any point from registering the complaints form.
- If the issue is about your manager, you should speak to their manager or call HR Services Advice and Support.



### What happens if I raise a bullying or harassment complaint?

- An investigating manager will be appointed to deal with your complaint. This will involve meeting with you and anyone else involved, including witnesses.
- You and the person you've complained about will receive a copy of any materials used in the investigation, including witness statements, unless the investigating manager thinks there's a risk of intimidation or retaliation.
- Both you and the other person will receive a written summary of the investigating manager's conclusions and decisions.
- Anyone involved in a complaint, including witnesses must keep all details completely confidential.
- If you don't believe the case has been satisfactorily resolved, you can appeal the decision.
- To appeal, write to or email the Employee Relations Case Management team (Freepost, ER Case Management team, Royal Mail HRSC, 4th Floor, Pond Street, Sheffield S98 6HR, [HRSC\\_Gateway@royalmail.com](mailto:HRSC_Gateway@royalmail.com)).

Want to know more?

For full details, ask your manager for a copy of the Bullying and harassment or Grievance policies and guides. You can also call the independent bullying and harassment helpline 0800 5874 777 or the First Class Support helpline 0800 6888 777 ([www.rmfirstclasssupport.co.uk](http://www.rmfirstclasssupport.co.uk)). Both are free and confidential helplines for Royal Mail employees open 24/7.

### Grievances

- A **grievance** is when you have a genuine concern, problem or complaint relating to your work or employment.
- You should aim to settle most grievances informally with your manager where appropriate (this is the first stage of the process).
- If your grievance is serious or you haven't been able to resolve it informally by talking to your manager, you should explain your grievance in a letter to your manager. If the grievance involves your manager, you should raise the problem with their manager or contact HR Services Advice and Support on 0345 6060 603 (this is the second stage of the process).
- Your manager might need to investigate the problem and talk to you and anyone else who's involved.
- For formal complaints, your manager or the investigating manager (if it's not appropriate for your own manager to investigate) will keep you updated on progress or any delays to the agreed timescales.
- If you're invited to a grievance meeting you can bring a companion with you. This can be a colleague, an official employee of a trade union, or a trade union representative.
- You have the right to appeal the decision in stage 2 of the formal process (this is stage 3, the final stage).



### Speak up (whistleblowing)

- The "Speak up" whistleblowing facility is for you to raise, in confidence and if required anonymously, genuine concerns about serious wrongdoing that aren't appropriate to be reported via other routes, e.g. Bullying and Harassment, Grievance or, with the Security helpdesk.
- Speak Up is intended to help you report fraud, the giving or taking of bribes, financial malpractice, misreporting or practices that might put individuals at risk.
- In the first instance you should raise your concerns with your manager. If this isn't appropriate, contact the Speak up confidential helpline.
- You should contact the Speak Up confidential helpline, which is run by InTouch, an independent third party supplier, on 0800 0971 131 and choose to either speak to an operator or leave a voicemail message. Alternatively you can leave a message using the confidential website [www.intouchfeedback.com/royalmail](http://www.intouchfeedback.com/royalmail).



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