

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 Royal Mail being a place where everyone is treated with dignity and respect, and is free from bullying and harassment.

Definitions

- **Bullying** is intimidation that undermines the competence, effectiveness, confidence and integrity of someone.
- 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 with the help of a third party. 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 advice centre, Tel. 0845 6060603), and then talking to your manager.
- As part of the Bullying and Harassment policy we are also providing mediation via an external company. Mediation is available at the point of registering the complaints form, during an investigation or once an investigation has concluded.
- If the issue is about your manager, you should speak to their manager or call the HR advice centre.
- An investigating manager will be appointed to deal with your complaint. This will involve meetings 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.
- 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. 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)



Want to know more?

For full details, ask your manager for a copy of the Bullying and Harassment or Grievance policies and guides, available in the Policy and information section on PSP. Independent bullying and harassment helpline 0800 5874 777 is a free and confidential helpline providing extra support 24/7. First Class Support independent helpline 0800 6888 777 (www.rmgfirstclasssupport.co.uk) – is a free and confidential helpline for Royal Mail employees for any concern or worry, 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 Stage 1).
- If your grievance is serious or has not been resolved informally, 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 advice centre on 0845 6060 603 (This is Stage 2).
- 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 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 who 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).



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 procedure, 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 or a senior HR manager in RMG. 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 097 1131 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.



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