# Bullying

### Introduction

*‘Bullying’* – Intimidation of weaker individual’s. This can be in the form of physical, verbal or emotional and can involve more than one form at any one time.

#### Policy

This company considers any form of bullying to be intolerable and will take measures to prevent and eradicate it.

#### Procedures

##### Customer being bullied by Staff

This will be treated as abuse, and action will continue under the ‘Safeguarding adults*’* policy.

## *Staff being bullied by Customer*

Employees who feel a customer is bullying them should report any incident to the service manager. The service manager will then arrange to determine the reasons for this bullying and take appropriate action. This action will include:

* Interviewing the customer involved.
* Taking necessary action to protect the employee, for example withdrawing the employee from the customer’s support.
* Arranging for a multi-disciplinary meeting with care managers and others in order to discuss the issues and request any further support.

The staff member will be offered support and will be protected from any further bullying.

##### Staff being bullied by Staff

Staff are advised that if they feel a colleague is bullying them they should inform the service manager.

The service manager will:

* Investigate any allegation
* Ensure the safety and support of the victim of bullying.

Any substantiated allegation will result in disciplinary action. The company will consider bullying to be gross misconduct for the purpose of any subsequent action.

If the staff member feels they are being bullied by the Services Manager, they should consult with ACAS who will offer advice free of charge and assist in dealing with the situation.

***Customer being bullied by Customer***

Staff are to report any suspicion of bullying to the service manager or a team leader in their absence.

The service manager will:

* Take measures to support the victim and ensure their safety.
* Investigate the bullying and draw conclusions as to the best course of action to resolve the situation. This may range from a “clear the air” meeting to the full implementation of a strategy meeting involving the adult protection co-ordinator, care managers and health care professionals. My Support and Care Services Ltd reserves the right to terminate the contract of support to any customer who is proven to be conducting a campaign of bullying.