

Support and Further Information

Council Policies/Procedures

Acceptable Behaviour Policy
Refusal of Service Policy

Grievance Procedure
Corporate Complaints Procedure

Wellbeing@work is a confidential service for staff including counselling and mediation, management and post-trauma intervention. Telephone 01392 383277.

Staff Acceptable Behaviour Contacts are available to listen and provide impartial information to help you decide the course of action best suited to you. Mediation is also available. Telephone 01392 382828 or email [acceptablebehaviourhelpine](mailto:acceptablebehaviourhelpine@devon.gov.uk) – mailbox@devon.gov.uk.

Employee Networks are open to the following staff:

Black and Minority Ethnic employees: bmemail@devon.gov.uk.

Lesbian, Gay, Bisexual and Trans employees: devonlgbt@hotmail.com.

Trade Unions campaign against unfair treatment at work and in wider society. Contact your local steward or see www.tuc.org.uk.

Devon Racial Equality Council telephone 01392 422566 or email devonrec@devonrec.org.

Intercom Trust (LGBT community help) telephone 01392 201015 or email lynx@intercomtrust.org.uk.

Disability Rights Commission telephone 08457 622 633 or textphone 08457 622 644.

Equal Opportunities Commission (gender) telephone 0845 601 5901 or email info@eoc.org.uk.

Advice for Managers

Managers are responsible for ensuring an acceptable working environment exists. Advice on tackling unacceptable behaviour can be sought from a Human Resources Advisor through your usual contacts.

Staff Training

The Council runs a variety of training programmes on the subject of equality, including Tackling Unacceptable Behaviour. More information is available on the intranet (under 'Learning and Development') or telephone 01392 382152 or email equalityprogramme@devon.gov.uk.

www.devon.gov.uk/diversity

Reporting Incidents of Discrimination



What is 'discrimination'?

Discrimination happens when someone is treated less favourably because of their race, gender, sexual orientation, age, religion/belief or disability (known as 'direct discrimination'). Or when a policy, practice or process puts someone at an unfair disadvantage (known as 'indirect discrimination'). Direct discrimination includes acts of harassment, bullying and victimisation.

Examples of discrimination: Inaccessible building or communication method; refusal to co-operate or provide a service; excluding someone; poor attitude; use of inappropriate or offensive language or stereotyping; display or forwarding of offensive material; sexual innuendo or harassment; verbal abuse/threats; physical assault or damage to property.

Why report it?

- * You have a right to be treated fairly and to feel safe, respected and supported.
- * We want to know if you have been affected by, or witnessed, an incident.
- * Knowing what happens can help us understand the issues people are facing and develop strategies to stop them happening again.

How do I report an incident?

You can use this form to report incidents that have affected you or others; you can do this anonymously. If you would like someone to contact you about the incident please provide your name and contact details.

The information you provide to the Corporate Equality Officer will not be passed on to anyone else without your agreement. Where provided, the following information is used in a general monitoring report: date the incident happened; directorate; brief description of the incident (for example 'racist language'); summary of action taken and support provided. Care is taken so that individuals cannot be identified in monitoring reports.

You may also wish to make a formal complaint about the incident or use the Council's grievance procedure if you are a member of staff.

No incident is too minor to report

CHALLENGING INEQUALITY
& CELEBRATING DIVERSITY

For an alternative format or support completing this form telephone 01392 382828 or email acceptablebehaviourhelpine – mailbox@devon.gov.uk

Contact by SMS via General Enquiries: 0777 3333 231

Send this form to: Corporate Equality Officer, Improvement Unit, County Hall, Exeter EX2 4QU. Email equality@devon.gov.uk.
Online version available: www.devon.gov.uk/diversity

Write as much or as little as you want. Add additional sheets of paper if you want to.

1 Who is reporting this incident?

Victim / witness / advocate

2 Please describe what happened

3 Please say whether the discrimination was on grounds of: race; disability; sexual orientation; gender; age; religion/belief.

4 Where did it happen?

5 When did it happen? (date/time)

6 Was this the first or a repeat incident?

If repeat, over what period of time?

7 Who was involved?

(For example, provide details of the victim, perpetrator and any witnesses either by description or name, including any relevant information such as their gender, age or ethnic origin and whether they were a member of staff, a councillor, a customer, or a member of the public).

8 Has any action been taken? Have you told anyone else (e.g. staff Acceptable Behaviour Contact)? What was the outcome?

9a Has a formal complaint or grievance been made?

9b If so, has it has been resolved satisfactorily?

We would like to be able to follow-up the outcome at a later date if an investigation is still in progress.

10 Is there anything you would like the Council to do, including ideas for improvement or further action?

11 Only provide your name and contact details if you would like someone to contact you about the incident:

Name:

Contact:

No need to put up and shut up.