

What do I do if I am assaulted or seriously threatened or intimidated?

In an emergency Contact Security on the following numbers

- 222 Internal
- 2222 from Residences
- 0121 359 2922 from a mobile or other outside number

Further information and advice

For further information ring the Equality & Diversity Unit on 4579/80 or e-mail a brief message to k.parsons@aston.ac.uk

Details of the current Dignity at Work and Study Contacts on the website at: www.aston.ac.uk/staff/hr/equalops/advice/Harassment.jsp

To make an appointment with a Dignity at Work Contact leave a voicemail on the Confidential hotline by ringing 5454

Further sources of advice and guidance are as follows:

For staff:

Contact the appropriate HR Advisor for your School or Department. Numbers can be found at: www.aston.ac.uk/staff/hr/contacts/

For students:

Contact the Advice and Representation Centre (ARC) in the Guild of Students on 4848.

Staff or Students may also wish to contact the University Counselling Service on 4711 or by email counselling@aston.ac.uk



**Promoting
Dignity at Aston**

Information for
staff and students

Why do I need to know about Dignity at Aston?

All members of the University community are entitled to be treated with dignity and respect. This means that there are high standards of behaviour which all of us are expected to follow in our dealings with each other.

Harassment or intimidation is completely unacceptable at Aston. If you feel that you have been harassed, threatened or intimidated in any way, it is important for you to know where you can get support or help and how to take appropriate action.

This leaflet aims to answer the most commonly asked questions and to guide you to the appropriate routes for support or action.

Am I really being harassed and why?

If you are even asking this question, it is probably because you are experiencing a problem with one or more people that you cannot resolve. Sometimes people take no action because it takes them a while to recognise how upset or uncomfortable they are feeling because of other people's behaviour. You may need to talk this through with someone you can trust. Dignity at Work and Study Contacts are trained to help in these circumstances.

Can I deal with this myself?

It is sometimes possible to deal with inappropriate behaviour by speaking to the person concerned and explaining the impact of their behaviour on you. This often has the effect of stopping the behaviour but it is not always an easy step to take. Again, you may need to talk this through with someone before you speak to the person concerned.

Who can I contact to talk this through?

The University has trained Dignity at Work and Study Contacts. They will talk through the routes for support and potential solutions with you to enable you to make your own decision about how to proceed. Your discussion will be treated with sensitivity and discretion. Ring the Confidential hotline on 5454 and leave a voicemail to make an appointment.

I want some action taken but I don't want to make a formal complaint. What can I do?

If you are a member of staff, you should arrange to talk to your supervisor or line manager. Where this is not possible or appropriate you should contact your HR Advisor or your Trade Union Representative.

If you are a student you should arrange to talk to your Personal Tutor, Personal Advisor, Residence Officer and/or Tutor or the Advice and Representation Centre (ARC) in the Guild of Students.

It is often possible to find an informal solution to an issue and, other than in exceptional circumstances, this may be the best course of action. You will not have to make a formal complaint at this stage if you do not want to.

If I make a complaint will it just make things worse?

People often worry about this but letting the situation continue often makes things worse. You may upset the person you complain about but it will also highlight their behaviour in a way that makes it difficult for them to continue to behave as before, whatever the outcome of the complaint.

How do I make a formal complaint?

Formal complaints should be made in writing to the Chief Operating Officer, who will ensure that the complaint is investigated. If you are in any doubt about who this is or how to do this, contact the Equality and Diversity Advisor or your line manager or personal tutor/advisor.

I'm regularly subjected to abuse because of the nature of my work. Can I do anything about this?

You should not have to tolerate this kind of behaviour. If you are regularly subjected to unacceptable behaviour from staff, students and / or visitors to the University, you should report this to your line manager or the Chair of your local Health and Safety Committee.