

## **Dignity and Respect Advice Service**

### **Dignity and Respect Advice Contact Persons**

#### **Purpose of Role**

To provide confidential support to individuals who may be experiencing difficulties relating to harassment and /or bullying. The aim of the role is to facilitate informal resolution in cases of harassment in line with the University's Dignity and Respect at Work and Study Policy.

#### **The role of Dignity and Respect Advice Contact Persons are;**

- To provide individual staff members with a confidential support service for harassment and bullying concerns.
- To provide information to individuals on the possible options for action.
- To support individuals during the resolution of their concerns, which may include informal action (e.g. discussing what the individual may wish to write/say to the alleged harasser, or accompanying the individual to raise the matter with a senior manager), or supporting them should they wish to make a formal complaint.
- To accompany people at meetings on an informal basis or as a "friend" under the formal procedures.
- To engage in effective listening.
- To provide a supportive environment in which to discuss problems.
- To refer the individual on to another support contact or service where necessary.
- To attend training in relation to the role.
- To attend quarterly network meetings.

#### **The Advisors cannot:-**

- Undertake any investigation
- Decide whether the behaviour/conduct constitutes harassment
- Make decisions for complainants
- "Fix" problems
- Discuss the issue with anyone without the agreement of the individual. However, if allegations are serious and/or involve criminal offences or where individuals are at risk; these must be reported to the University's Legal Advisor and the individual informed of this.
- Take action against the alleged harasser or accuser
- Provide counselling