

JIB Policy on aggressive and abusive behaviour

All cases of bullying are serious, whether physical or emotional/psychological.

JIB has the right to look after staff and protect them from aggressive and abusive behaviour. It is expected that interaction with JIB/ECS staff will be professional in all situations. If an applicant or any person behaves aggressively or abuses JIB/ECS staff they will be dealt with accordingly.

Statement of Intent

The JIB is committed to providing a supportive, safe and positive environment free from offensive behaviour.

Bullying of any kind is not tolerated by the JIB. If it does occur members of the public, ECS applicants, ECS registrants, employers, delegates, trainers and staff are urged to voice their grievance in the secure knowledge that incidents will be dealt with promptly and effectively. We encourage both those who are being bullied, and those who are aware of bullying, to inform the JIB without delay.

What is bullying?

Bullying is the abuse of power and the use of aggression with the intention of hurting or manipulation of another person. Bullying results in distress and/or pain to the person being bullied and is unacceptable.

Bullying can be:

- **Physical** - pushing, kicking, hitting, pinching etc
- **Emotional** - exclusion (being sent to Coventry), tormenting, ridiculing, humiliating
- **Verbal** - name-calling, sarcasm, spreading rumour, abusive language, verbal threats
- **Racist** - racial taunts, gestures, intolerance (of ethnic origin, colour, tribe or race etc)
- **Sexual** - unwanted physical contact, abusive or unwelcome/unsolicited remarks or attention
- **Homophobic** - comments about a person's sexuality
- **Religious** - intolerance of a religious faith, belief or unbelief
- **Disability** - intolerance of a person's physiology (appearance or ability)

Bullying also includes Harassment, the "unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual".

Bullying may be carried out in-person or in-writing. The method of bullying may be just one instant or a series of incidents and includes both stalking (which is defined as the following and/or watching of one specific individual obsessively) and cyber-bullying (which is defined as the use of ICT by an individual or group in a way that is intended to upset others).

Staff Action

In the case of any person bullying a member of staff the staff member has the right to:

- Refuse to talk to someone who is using abusive and/or threatening language
- Refuse to deal with a written enquiry
- Raise a complaint against anyone who is using aggressive and abusive behaviour

Company Action

The JIB will investigate any case of reported aggressive and abusive behaviour

The action taken by the JIB may be to:

- Deal with the a person in writing only
- Impose a time period where no communication will be accepted
- Impose a complete and total ban on dealing with any a person
- Take legal action against an individual in order to protect person and properly as deemed necessary.

Written notice will be provided to any person who has action taken against them by the JIB.