

Workplace Bullying Policy & Procedure Checklist

A good bullying policy should outline the related issues and provide the framework for how your organisation will manage bullying in the workplace. A good policy should address the below criteria. Use this checklist to identify areas for improvement in your workplace's current bullying policy and procedures, then present this checklist to management.

POLICY

- Does the policy include definitions of bullying with examples of bullying behaviours?
- Does the policy clarify expected standards of workplace behaviour?
- Does the policy clarify behaviours that are not bullying?
- Does the policy reflect your workplace's commitment to positive working relationships?
- Does the policy emphasise your workplace's commitment to the values and code of conduct for your workplace and industry?
- Does the policy outline strategies for promoting a workplace culture free from bullying and harassment?
- Does the policy state the possible consequences if employees engage in bullying behaviours?
- Does the policy allocate accountability to the head of your organisation, employees, supervisors and managers to create a workplace culture in which harassment and bullying are unacceptable?
- Does the policy include a senior management commitment, such as a statement by the agency head that harassment and bullying is a breach of the values and code of conduct and will not be tolerated?
- Does the policy encourage employees to take action if they believe they have been bullied or harassed?
- Does the policy refer to a complaint handling procedure- and is this available to employees?
- Does the policy include a commitment and a timeframe for responding promptly to complaints?
- Does the policy provide information about the support and protection available to employees?
- Is the policy communicated and accessible to all employees?
- Is the policy applied consistently and reviewed regularly?

COMPLAINT HANDLING

- Are the complaint handling procedures written in clear and concise language?
- Do the complaint handling procedures ensure employees know when, how and to whom to report bullying?
- Do the complaint handling procedures ensure persons* appointed to handle complaints are aware of their duties and are fully trained in complaint handling procedures? (*n.b. It is advisable to have a number of different people appointed to provide those with issues a choice of who to go to)
- Do the complaint handling procedures ensure both informal and formal complaints procedures are available to employees?
- Do the complaint handling procedures ensure there are formal complaint procedures that require record keeping, and/ may result in disciplinary action, are used where necessary?
- Do the complaint handling procedures for bullying align as much as possible with existing procedures at your workplace?
- Do the complaint handling procedures effectively integrate OHS and HR policies and practices, including the role of HSRs?
- Do the complaint handling procedures ensure complaints are treated seriously and responded to promptly?
- Do the complaint handling procedures ensure complaints are investigated impartially? How?
- Do the complaint handling procedures ensure the confidentiality of employees is maintained?
- Do the complaint handling procedures ensure support and advice are available and provided to all persons involved, as required?
- Do the complaint handling procedures ensure a range of resolution options are available and used appropriately including mediation, counselling, apologies, removal of the perpetrator, written warnings or other disciplinary action?
- Do the complaint handling procedures ensure external professional services are used when needed to aid in the investigation and resolution of bullying allegations?

