

Harassment Policy (Customer)

Policy Statement

The Society aims to ensure that all complaints of harassment are dealt with promptly and effectively.

Approach

The Society has adopted specific protocols to deal with harassment, racial harassment and sexual harassment through its Anti-Social Behaviour Policy and its Racial Harassment Policy. The Society has adopted a victim centred approach to each complaint of harassment i.e. if the victim believes that they have been the subject of harassment, then this must be accepted in the first instance.

Definitions

- Harassment - Harassment is the interference with a person's comfort or safety, it can be physical or verbal abuse or intimidation and it includes attacks on and damage to property.
- Sexual harassment - Sexual harassment is the interference with a person's comfort or safety on grounds of their gender or sexual orientation.
- Racial harassment - Racial harassment can be physical or verbal abuse, racist graffiti or intimidation on the grounds of a person's ethnic origin, race, colour or religion. Incidents of racial harassment will be dealt with under the Society's Racial Harassment Policy.

Implementation

The Society will implement the following actions in pursuit of its harassment policy:-

- develop and maintain procedures for dealing with harassment which ensure prompt action is taken;
- monitor incidences of harassment and maintain accurate records;
- provide advice and support to victims of harassment; including the provision of details of any support or protection they might be entitled to and referrals to other agencies as appropriate;
- train staff involved in service delivery on the Society's policies and procedures and their associated responsibilities.

Anti-Social Behaviour Policy

The Society's policy and procedure for dealing with anti-social behaviour also covers the area of harassment and any conduct of this nature will be dealt with following that policy and procedure.

Priorities

All cases of harassment where the victim requests a transfer or move to temporary accommodation shall be referred to the Executive Director for consideration within 2 days of receipt of the request.

Responsibility

The Executive Director is responsible for the effective implementation of this policy and for ensuring that all staff involved in service delivery are adequately trained in the Society's procedures.

Consultation

The Society will consult advice agencies and recognised tenants groups regularly in order to continually develop good practice in this policy area.

Review

The Society will review the effectiveness of its harassment policy as part of its anti-social behaviour monitoring and procedures will be examined periodically by internal audit.
Diversity

If you require a copy of this policy in large print, audio or braille please contact our office by [clicking here](#).