

Signposting Where to bring your concern or complaint in ELFT

You will find all Trust Policies & Procedures [here](#).

Policy	Information
Grievance	<p>A grievance may be concerned with a wide range of issues, including:</p> <ul style="list-style-type: none"> • the allocation of work • the working environment or conditions • operational management procedures • work relations • flexible working issues • health and safety issues • opportunities for career development • the style of management • any other issue affecting employment <p>A grievance may be:</p> <ul style="list-style-type: none"> • Informal • Formal investigation • be individual or collective
Dignity at Work (Bullying & Harassment)	<p>The Trust's Dignity at Work Policy and Procedure provides a framework for investigating bullying and harassment complaints in a fair, reasonable, timely and consistent manner at the earliest possible stage and as close to the point of origin as possible.</p> <p>This policy therefore encourages proactive and meaningful discussions to take place at the informal stage of these procedures.</p> <p>Dignity at work complaints relate to the behaviour of an individual, including:</p> <ul style="list-style-type: none"> • bullying • harassment • Victimisation or discrimination arising from a protected characteristic as defined under the Equality Act 2010 (that is: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation).

<p>Whistleblowing (Raising Concerns Policy)</p>	<p>The purpose of this policy is to provide a safe mechanism for anyone who works for the Trust to come forward and raise any concerns they have about any aspect of the Trust’s work, and to be able to do so without fear of detriment or reprisal.</p> <p>The purpose of this policy is to:</p> <ul style="list-style-type: none"> • Allow staff to have confidence in raising matters of concern • Encourage individuals to feel confident in raising concerns and to question and act upon concerns about practice • Provide avenues for individuals to raise concerns and receive feedback on any actions taken • Ensure the individual receives a response to their concerns and that they are aware how to pursue them if they are not satisfied • Provide reassurance that individuals will be protected from possible reprisals or victimisation.
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KEY CONTACTS	
<p><u>Freedom to Speak Up Guardian</u></p>	<p>If you ever have any concerns at work, we encourage you to discuss these with your line manager, consultant, clinical director or educational supervisor.</p> <p>Where this is not possible, or you have raised already but have not seen an improvement or received feedback, please contact your Freedom to Speak Up Guardian for support.</p> <p>Anita Hynes Freedom to Speak Up Guardian e: elft.freedomtospeakup@nhs.net m: 07436 027 388</p>
<p><u>Staffside</u></p>	<p>Trade Unions and Professional Organisations represent and campaign on behalf of all groups of staff employed by the Trust.</p> <p>East London NHS Foundation Trust has a formal recognition agreement with the trade unions and professional organisations listed here:</p> <p><u>British Association of Occupational Therapists (BAOT/COT)</u> <u>British Dietetic Association (BDA)</u> <u>British Medical Association</u> <u>Chartered Society of Physiotherapy (CSP)</u> <u>General Municipal & Boilermakers Union (GMB)</u> <u>The Society of Chiropodists and Podiatrists (SCP)</u> <u>Royal College of Nursing (RCN)</u> <u>UNISON</u> <u>UNITE</u></p>

	<p>Joint Staffside Representatives</p> <p>Unite Branch Secretary Mark Dunne mark.dunne@nhs.net Unite Regional Office: 020 8596 9966</p> <p>Unite Branch Chair John Peers john.peers2@nhs.net Safer Staffing Lead, Staffside Secretary</p> <p>UNISON Branch Chair and StaffSide Vice Chair Frank Mensah frankmensah@nhs.net</p> <p>Union Roles</p> <p><u>Unite</u> Branch Secretary Mark Dunne mark.dunne@nhs.net Unite Regional Office: 020 8596 9966</p> <p><u>UNISON</u> UNISON: Branch Secretary Abiola Cole Abioloa.cole@nhs.net UNISON Regional Office 0800 085 7857</p> <p><u>Royal College of Nursing</u> Branch Secretary Stuart Crawford Stuart.Crawford1@nhs.net RCN Regional Office 0345 772 6100</p> <p><u>British Medical Association</u> TBC</p> <p><u>The College of Podiatrists</u> Marie Parchment Marieparchment@nhs.net</p>
<p>Bullying & Harassment Support Advisers</p>	<p>During our working lives, most of us manage to get along with colleagues and enjoy a reasonable working atmosphere. In fact, some of the people we work with will go on to become life-long friends.</p> <p>At other times, for one reason or another, work relations can be strained. Such issues can usually be resolved through discussion and an understanding reached which can help the working relationship.</p> <p>Occasionally, a colleague can express behaviour that is very difficult to cope with and totally unacceptable in the modern NHS. This is where the Trust's Harassment Support Advisers come in.</p>

	<p>Harassment Support Advisers provide a confidential listening space and offer support in helping members of staff decide how to respond to concerns about how they are being treated at work.</p> <p>They are: Selma Ali selma.ali1@nhs.net 020 3487 1303</p> <p>Janet Flaherty janet.flaherty@nhs.net 020 7655 4066 07971 657 703</p> <p>Tracey Wells tracy.wells4@nhs.net 07785 695 506</p> <p>Richard Harwin richard.harwin@nhs.net 07870 683 993</p>
<p>Senior Independent Director</p>	<p>If members of staff have concerns that are not resolved by line managers or executive directors, or are so serious that they cannot be discussed with these people, then they are able to raise them with the Senior Independent Director.</p>
<p><u>Employee Assistance Programme – Care First</u></p>	<p>The Employee Assistance 24/7 Helpline – Care First</p> <p>https://www.care-first.co.uk/ Username: elft Password: employee Helpline Number: 0800 174 319</p> <p>This online resource is available free of charge, offering immediate information, answers and advice to a range of workplace and personal issues. When life is good and you're care free, it's easy to hold your head up and smile.</p> <p>But occasionally you might experience a time when nothing seems to go your way; be it at work or at home. That is when things can start to feel like they're getting on top of you.</p> <p>Whether you need information or have questions regarding issues such as; Stress, Pregnancy, Debt, Landlords, Neighbours or Nutrition, Care first online wellbeing can provide the answers.</p> <p>Articles, information and news are kept up-to-date by a team of Care first professionals.</p> <p>If you can't find the answer to your question within the online area, or you need further information you can contact Care first free of charge and talk to one of our Information Specialists or Counsellors.</p>

<p>Mediation</p>	<p>The mediation team provide mediation service to employees across the Trust. The Trust is committed to encouraging harmonious working relationships between colleagues. In most instances, workplace conflict can be resolved informally without the involvement of a third party, however where resolution is not achieved the Trust has both informal and formal processes that support the members of staff in conflict. Mediation is a non-confrontational way of resolving difficult situations. It is used as an alternative to formal or legal processes. At ELFT, we define mediation as a mind-set and a framework to reaching a positive resolution.</p> <p>The mediator is an impartial third party. They help the two or more disputing parties to have an open and honest dialogue so that they can secure a mutually acceptable outcome - a win/win outcome. Mediation is different because it is about collaborating rather than blaming. Any agreement in mediation comes from those in dispute, not from the mediator. The mediator is not there to judge, to say one person is right and the other wrong, or to tell those involved in the mediation what they should do. Mediation is both voluntary and confidential.</p> <p>Find out more about ELFT mediation service Please contact the ELFT Mediation Inbox at elft.mediation@nhs.net</p>
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FURTHER INFORMATION	
<p><u>ELFT Staff Networks</u></p>	<p>Staff networks offer a place for staff to come together, share experiences and facilitate learning and development. Networks assist in the shaping and delivery of Trust strategy and policy, working to improve staff experience on specific issues relating to each network.</p> <p>Please find details on the intranet page for the following networks:</p> <ul style="list-style-type: none"> ➤ The ELFT Ability Network ➤ Race and Culture Equity Network (RaCE) [previously known as the BAME Network] ➤ The LGBTQ Staff Network ➤ The ELFT Women’s Network ➤ Intergenerational Staff Network ➤ The ELFT Climate Network
<p><u>Respectful Resolution Pathway</u></p>	<p>Together with colleagues from across the Trust, a new approach has been co-created and developed to support a safe and values-led culture to resolve issues of bullying, incivility, or inappropriate behaviour.</p>

The approach is based on reflection, empathy, dialogue, de-escalation, and the principles of natural justice.

The Respectful Resolution Pathway is a tool and resource for all staff to help create a safe culture and space to address behaviours that are inappropriate or unacceptable. Whether you are an individual experiencing inappropriate behaviour, a witness, the manager, or an allegation has been made against you, these quick guides contain practical tools to help you decide the best route forward and start to take action. These will therefore help you to build a caring culture and resolve issues quickly and respectfully.

The aim

Is to support staff to discuss and de-escalate situations where poor behaviour occurs where possible.

For further information relating to the Respectful Resolution Pathway, please click [here](#).

Where to bring your concern or complaint:

“If I want to speak up about something, what should I do?”

Usually your line manager will be your first point of call, but if you don't feel you can speak up to them, or use other formal routes, then please refer to the Freedom to Speak Up Guardian, who will be able to offer guidance, support and signposting as needed.

The People & Culture Team are also on hand to provide advice.

Sometimes, a preliminary investigation will take place to assess if a concern will be formally investigated. If the preliminary investigation returns that a formal investigation must take place, a Commissioning Manager will be appointed, and then an Investigating Officer.

The Investigating Officer will oversight the investigation and information gathering.

Staff who are part of an employee relations process (such as an investigation) will also have support from the **People Liaisons Officer**, who is part of the People Relations Team.

Their role is to support staff and will sign post people to the various support mechanisms available, such as Occupational Health, Employee Assistance Programme ([Care First](#)), People Relations Advisor, Commissioning Manager and so on. The People Liaisons Officer contacts people on a regular basis to check in on them and offer support.

Quick Check

Route	Raise concerns	Patient Safety Concerns	Grievance	Dignity at Work	Whistleblowing
Line Manager	Yes	Yes	Yes	Yes	Yes – then directed to Chief People Officer
Datix	Yes	Yes	No	No	No
People & Culture	Yes	No	Yes	Yes	Yes
Freedom to Speak Up	Yes	Yes	No	No	Yes – then directed to Chief People Officer
Service Lead	Yes	Yes	Yes	Yes	Yes – then directed to Chief People Officer
Trade Union representative	Yes	Yes	Yes	Yes	Yes – then directed to Chief People Officer
Professional Lead/Accountable Lead	Yes	Yes	No	No	Yes – then directed to Chief People Officer
CQC	Yes	Yes	No	No	Yes
NHS England	Yes	Yes	No	No	Yes