Fair Treatment at Work Framework

Human Resources
1 Introduction

1.1 Manchester Metropolitan University is committed to ensuring that employees are treated with dignity and respect whilst at work and acts of unfair treatment will not be tolerated.

1.2 While all employees have a right to expect fair treatment at work, they must also ensure that they treat others with dignity and respect, whether peers, subordinates or managers.

1.3 It is anticipated that most concerns raised under this Framework will be resolved informally. Where this is not possible, concerns should be dealt with formally under one of the policies set out at paragraph 5.1 of this Framework.

1.4 If left unresolved, cases of unfair treatment at work could lead to a deterioration in motivation and performance. It is important therefore that issues raised under this Framework are dealt with as quickly as possible.

1.5 The “Fair Treatment at Work Framework” addresses issues, which conflict with the University’s intention to provide a workplace free from unfair treatment, harassment, bullying, victimisation or other forms of unacceptable behaviour. While at times the outcome may differ to that hoped for by the employee, the outcome will be based on balanced consideration of the facts relating to the case.

1.6 Because of the wide range of possible scenarios, it is not feasible to provide a comprehensive list of examples of unfair treatment. Advice may be obtained from a number of sources, including Bullying and Harassment Advisers, the Counselling Service provided by PPC Worldwide or from your HR Adviser.

2 Scope

2.1 The “Fair Treatment at Work Framework” applies to all employees of Manchester Metropolitan University.

3 The Legal Context

3.1 The Equality Act 2010 is the main piece of legislation relevant to the Fair Treatment at Work Framework although a number of pieces of other UK and European legislation may be relevant. The Equality Act 2010 identifies the types of behaviour that may be unlawful and demonstrates the value of a Fair Treatment at Work Framework that raises awareness, makes clear the implications of unacceptable behaviour and provides a mechanism for dealing with any issues that arise.

4 Fair Treatment at Work Principles

• All employees are required to treat each other with respect and dignity.
• Managers have a duty to ensure that all employees are treated with dignity and respect.
• All parties should seek to resolve concerns as closely as possible to the point where they arise.
• Employees should raise concerns informally before invoking formal procedures and where necessary and appropriate issues should be resolved using mediation.
• Staff should be aware that where a manager is legitimately discharging his/her management responsibility, this does not constitute harassment or bullying. Examples of legitimate management intervention include allocating work, setting time limits and standards of work, managing performance and adhering to the University’s HR Policies.
• It is important for staff to recognise that complaints submitted which are unfounded, represent totally unacceptable behaviour. Any complaints determined by the University to have been deemed as such, may result in disciplinary action taken against the complainant.

5 University Policies and Procedures Under this Framework

5.1 Policies and Procedures incorporated under this Framework include:

• The MMU Grievance Procedure
• The MMU Dignity at Work Policy
• The MMU Mediation Procedure (this may provide alternative resolutions to issues raised)

All documents are available at www.mmu.ac.uk/humanresources.

6 Managing Fair Treatment at Work Issues

6.1 It is anticipated that the majority of work issues will be addressed through informal means in the first instance.

6.2 Where the informal process has not succeeded in resolving the issue, mediation should be considered. Advice from your Bullying and Harassment Adviser or HR Adviser should be obtained before proceeding to more formal measures.

6.3 Details of the informal and formal process can be found in the policies identified in paragraph 5.1.

7 Employee Support Mechanisms

7.1 In addition to appropriate management support, the University provides an Employee Assistance Programme through PPC Worldwide, which provides a 24-hour free service to all staff. This includes a counselling service. Details can be found on the HR website www.mmu.ac.uk/humanresources.

7.2 Alternatively, employees can discuss their circumstances in confidence with one of the University’s trained Bullying and Harassment Advisors. Details of how to contact them can be found at www.mmu.ac.uk/humanresources.

7.3 Employees who have a disability or for whom English is not their first language, will find further guidance on the Equalities website.

8 Review

8.1 This policy has been screened to determine its impact on groups which are protected by law using the University's Equality Impact Assessment process. This policy will be reviewed in two years, or earlier if legislative requirements change.

Last Date of Review: February 2013