



## ONE Bullying Complaint Form

**The complaint form must be used on submission of a formal complaint.**

Bullying has been defined as *“Repeated inappropriate behaviour, direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, in the course of activities in ONE, which could reasonably be regarded as undermining the individual’s right to dignity in the course of these activities.”*

Before completing this form it is recommended that you familiarise yourself with the ONE’s *Bullying Policy and Procedures - Complaint Procedure for ONE ( September 2019)*.

The complaint form **must be completed in full**. By way of guidance you should have regard to such matters as providing:

- Clear specific allegations against named individual(s)
- Dates and times of incident(s)
- A list of witnesses if any. The complainant is required to submit the names and contact details of witnesses to specific incident/s (if any), in a list as part of the complaint submitted and within the timeframe prescribed by the policy. Only persons who are in position to offer direct evidence in respect of an alleged incident(s) may be nominated by the complainant. Generalised statements in the nature of character references are not witness statements. Copies of witness statements (if any) will be provided to both parties to the complaint in accordance with natural justice and fair procedure.
- Direct quotes, if they can be recalled;
- A brief description of the context of each incident;
- A brief description of the impact/effect each incident had on you;
- Any other relevant supporting evidence;
- Except for mediation, details of previous approaches made to the respondent (if any) and the outcome of same.

You should complete and submit this only if your complaint meets the definition of bullying.

**Contact details are provided at the end of this form advising to whom you should submit your complaint.**

**1. PERSONAL DETAILS OF THE COMPLAINANT**

FULL NAME

BRANCH or APPOINTMENT

TELEPHONE NUMBER

AND EMAIL ADDRESS

**2. PERSONAL DETAILS OF THE RESPONDENT**

FULL NAME

BRANCH or APPOINTMENT

TELEPHONE NUMBER

AND EMAIL ADDRESS

**3. RELATIONSHIP TO YOU**

MANAGER/SUPERVISOR/BRANCH OFFICER    CO-WORKER/MEMBER    SUBORDINATE

**Contact details:**

To begin the formal procedure, a written complaint should be addressed to the Chairperson of the relevant Area Council or the Chief Executive Officer, or where it involves either of these to the Chairperson of the Board of Directors who will then arrange for the investigation of the complaint as set out in the ONE's Complaints and Disputes Policy and Procedures.

#### 4. BULLYING BEHAVIOURS

The following are some examples of unreasonable behaviours that may be considered bullying when part of a repeated pattern of events. **Tick any of these that are relevant to you and provide a description of the behaviour/s under '5. Details/Particulars of Alleged Bullying'.**

Tick as relevant to your complaint	Behaviour	Date(s)
	Shouting, swearing, name calling, personal insults, use of nicknames, or malicious gossip	
	Public reprimand, ridicule, sarcasm or humiliation	
	Belittling or patronising comments	
	Singling out	
	Unnecessary telephone calls made to someone's home; invading their privacy	
	Taking credit for another's ideas	
	Using a person as the butt of jokes	
	Undermining a person's authority, work or achievements	
	Removing for no justifiable reason, areas of work responsibility from an individual	
	Setting impossible objectives; i.e. setting someone up to fail	
	Deliberately blocking another staff member's development	
	Cyber bullying (e.g. whether through emails, websites, SMS messaging, posting messages through social media or any other ICT communication) or electronic device/medium	
	Modifying images, recording digital images for the production and or display on any form of ICT or electronic device/medium (without consent)	

Appendix 1 to Policy and Procedures – Bullying – August 2019

	Changing priorities or objectives unreasonably; “moving the goal posts”	
	Deliberate wrongful attribution of blame	
	Damage to a person’s work area	
	Ostracising or freezing out; withholding information, resources or training	
	Pushing, shoving	
	Threatening non-verbal gestures	

*The list is not exhaustive, if you consider that other behaviours constitute bullying in accordance with the definition on page 1 of this form please list them in the blank spaces allotted above.*

**5. DETAILS/PARTICULARS OF ALLEGED BULLYING** (who, what, where, when and how i.e. the impact/effect each incident had upon you)

*Please attach additional pages if necessary.*

**6. WITNESSES (please provide contact details of witnesses to the alleged bullying)**

FULL NAME (below)

CONTACT NUMBER OR EMAIL

\_\_\_\_\_

FULL NAME

\_\_\_\_\_

CONTACT NUMBER OR EMAIL

\_\_\_\_\_

FULL NAME

\_\_\_\_\_

CONTACT NUMBER OR EMAIL

**7. DECLARATION**

I declare that the information provided in this complaint form is true and correct to the best of my knowledge. I understand that by submitting this completed form that my complaint will now be processed by way of the *Bullying Policy and Procedures - Complaint Procedure for ONE Staff/Members and Residents ( September 2019)*.

\_\_\_\_\_

**Signature of the person making the complaint**

\_\_\_\_\_

**Date**