

GUIDELINE: WHAT IS BULLYING?

U3A Croydon regards the dignity and autonomy of all people as a core value of the organisation. Bullying behaviour is based on the misuse of power in human relationships and negates the dignity and autonomy of its victims. There will be occasional differences of opinion, conflicts and problems. Only when the treatment of another person is repeated, unacceptable, offensive or harmful does bullying exist.

“Bullying” is:

- **Repeated** behaviour such as criticism, undermining or exclusion directed towards a person or group of persons, and/or
- **Excessive and unacceptable** behaviour such as verbal abuse that intimidates, degrades, humiliates or threatens.

Bullying is a breach of U3A Croydon’s Code of Conduct policy and any complaints of bullying will be responded to in accordance with U3A Croydon’s Conflict Resolution policy. U3A Croydon is fully committed to eliminating, as far as is possible, all forms of bullying in its operating environment and relationships, through a culture of openness, support, and accountability.

Behaviour that constitutes bullying includes, but is not limited to:

- verbal abuse and/or intimidation
- excluding or isolating another person/s
- humiliation through sarcasm, or belittling someone’s opinions
- constant criticism or insults
- spreading misinformation or malicious rumours
- displaying written or pictorial material which may degrade or offend
- deliberately setting work routines or procedures to inconvenience certain persons
- disproportionate assignment of unpleasant or meaningless work to certain persons.

What you should do if you feel you have been subject to bullying:

- Notify the Secretary, who will forward your complaint to the President for further action.

What happens after you have lodged a complaint of bullying?:

- The President will appoint someone to investigate the complaint and explain the process for resolving the issue with you.
- The person investigating your claim will discuss the matter with the person accused of bullying you, outline the complaint against them and obtain their response.
- You will be given the option of: lodging the complaint and letting a U3A Croydon officer assess the complaint, or proceeding with a negotiation process, or going immediately to a formal grievance procedure.
- You will not be treated unfairly as a result of lodging a complaint.

For more information you can review:

- U3A Croydon’s Code of Conduct Policy
- U3A Croydon’s Conflict Resolution Policy

You can download a copy of these policies from our website or view a copy in the office.