

# HARASSMENT COMPLAINTS DATABASE



**PLEASE NOTE THIS FORM SHOULD NOT BE GIVEN TO MEMBERS TO FILL IN. IT MUST BE FILLED IN BY THE BRANCH SECRETARY OR SUITABLE ALTERNATIVE.**

## Guidance to Branches

- Branches are required to log all harassment complaints made to them so that these can be recorded onto the CWU National Harassment Complaints Database. This mechanism is a legacy from our Joint Framework Agreement with the then Equal Opportunities Commission dating back to 2004.
- Dealing with Harassment guides are available from the Equality Department. Copies can also be downloaded from the CWU website at [www.cwu.org](http://www.cwu.org)
- It is good practice to ensure that the member has a copy of this guide. This will help to inform the member of what the Union's responsibilities are, what to expect from the process and what information they will need to provide. It is also available under "Equal Opportunities Information" section. Look under "Bullying & Harassment" in the members section of the CWU website at [www.cwu.org](http://www.cwu.org)
- You should be able to fill in most of the form (except the monitoring section) without the need for the complainant to be present. However, you may want to clarify some points with the complainant. This can be done over the phone or face to face, depending on the circumstances and the wishes of the complainant.

## General tips on filling in this form:

- Whether face to face or over the phone, ensure that you and the complainant have some privacy and comfort when filling in the form.
- Respect the possible sensitivities of the complaint.
- It may be necessary to complete the form in more than one session.

- Explain to the member why it is necessary to complete the form, i.e. that it will help the Union to assist them better and will help to identify problem areas.
- Reassure the member that the information is confidential and that only four people at CWU HQ will have direct access to the database.
- Make sure that you keep the information confidential.

## Monitoring Section

- Explain that the monitoring section is voluntary, confidential and will assist the Union to better understand and represent its members.
- Do not force the member to answer the monitoring questions against their will.
- It may be more comfortable for the complainant to fill in the monitoring section themselves.

The information provided on this form will be recorded onto the Harassment Complaints Database at CWU HQ. Individual information will be confidential and will not be released to employers or anyone unconnected with the case without the Complainant's permission.

The Union will, however, analyse general information generated from the database so that reports and stats can be produced. This will greatly assist the Union to identify problem areas and take appropriate action.

## Please complete and return this form to:

Dionne Noel

Email: [dnoel@cwu.org](mailto:dnoel@cwu.org)

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Date

## COMPLAINANT INFORMATION

First Name  Surname

CWU Membership No.

Full Address & Postcode

Telephone Number  Email

Branch Name

Branch Contact Number  Branch Contact Email

Complainants Employer

Dates of Incident/s

Please tick one of the boxes below to indicate nature of the harassment.

Sex  Race  Disability  Sexual Orientation

Gender Identity  Religion  Bullying & Harassment

Other (Please State)

Alleged Perpetrator (please tick)

Manager  Colleague  CWU Representative  Customer

Please provide a short description of the incident/s

Has complaint been lodged with employer? Yes  No  Don't Know

Has member contacted CWU Harassment Helpline? Yes  No  Don't Know

Have disciplinary proceedings commenced against the alleged perpetrator? Yes  No

Short notes on action taken/proposed

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Please use this space for any other comments

## MONITORING SECTION

This information is voluntary but will help the Union to better understand the make up of its membership, thus assisting us to better represent our members. This information will be fed only into the CWU's confidential National Harassment Complaints Database. It will not be given to employers and it will not allow individuals to be identified.

GENDER: Female  Male  Non-Binary

### ETHNIC CATEGORY:

White  Black African  Black Caribbean  Black Other  Indian

Pakistani  Bangladeshi  Chinese  Mixed Ethnic Group

Any Other Ethnic Group

Do you have a disability? Yes  No

### Please complete and return this form to:

Dionne Noel

Email: [dnoel@cwu.org](mailto:dnoel@cwu.org)