

Racist Incidents Policy

All customers and staff at Headrow have a right to live and work without the threat of racial harassment or discrimination.

The Association has adopted the following policy to provide a consistent approach to address all incidents of racial harassment, occurring within the group.

Racial harassment will be treated and investigated seriously and sensitively, and the appropriate action will be taken against perpetrators.

If you feel you have been treated unfairly and this is due to your race, colour, ethnic origin, language or religion, you have a right to complain to this office.

DEFINITION OF A RACIST INCIDENT

“A racist incident is any incident which is perceived to be racist by the victim or any other person”, as defined by the Stephen Lawrence enquiry.

A racist incident does not have to be a crime, it should include all incidents, including low-level harassment.

If the victim or anyone else e.g. witness or member of staff, feels the incident was racial it should be recorded as such.

Investigations into the incidents will establish whether it was racist or not.

Procedure - Monitoring Form

All incidents of racial harassment will be recorded on the RAC1 (monitoring form). Each manager, customer services and housing officers will have a copy of this form. This form should be completed within 24 hours of the incident, to allow the report to be as accurate as possible.

Acknowledgement

All reported incidents will be acknowledged within 3 working days.

The acknowledgment will let you know who is dealing with the complaint and their contact details.

3rd Party Reporting

3rd party reporting will be accepted, however your permission will be sought before details are discussed with the 3rd party.

No information will be released to a 3rd party, without your prior consent.

Informal Reporting

Not all people who report racial incidents will want to make their complaint formally. Should this be the case that you do not want any action to be taken, then the report will still be logged on the RAC1 form, for monitoring purposes only.

However if it is felt that there is a serious threat or immanent danger to you, it may be appropriate to contact an external agency e.g. police. Such cases will be discussed in detail with the appropriate manager.

Reporting

All RAC1 forms received will be reported to the Equal Opportunities Committee.

Employment

This includes any form of racial harassment to an employee, be it from a colleague, your manager, a tenant or contractor.

Contained within the Employee handbook, which is distributed to all staff there is a specific section relating to the Personal Harassment Policy & Procedure. Should any employee have a specific grievance on the grounds of racial harassment they should follow this procedure.

The manager (unless they are the alleged perpetrator, in which case you should report to their line manager) will complete the RAC1 form, acknowledge the complaint within 3 working days, and agree on an action plan with you.

The RAC1 will go in your personnel file and the perpetrators file (if allegations proved to be true). The RAC1 monitoring form will be used for monitoring purposes, by the IT/Admin department, and reported to the Equal Opportunities Committee.

Should the harassment be from a tenant or contractor of the Association, you should advise your manager, who will complete the RAC1 form and agree on an action plan with you, and acknowledge your complaint within 3 working days.

You will receive a copy of the RAC1 form.

Your manager will try and resolve the situation within 14 working days, however if this is not possible a further time at which the matter will be discussed with a view to resolution will be arranged.

The manager will provide ongoing support and advise and you will be kept involved throughout the investigation procedure, and of any action, which has been taken.

If you are not happy with the manager's response, you should follow the Grievance Procedure (contained in the Employees handbook).

Should the problem be of a more serious nature occurring in the workplace, that can not be dealt with using the above procedure, the Confidential reporting – Whistle Blowing Policy may be used. This policy should be referred to separately.

Residents

This includes any form of racial harassment, be it from a member of staff, another resident or a contractor/consultant working on behalf of Headrow Limited. You should report the incident in the first instance to the housing officer who manages the scheme. Unless they are the alleged perpetrator of the incident, in which case you should report it to their line manager.

The housing officer or manager will complete the RAC1 (monitoring form), and acknowledge the complaint within 3 working days, and agree on an action plan with you, and other support agencies. You will receive a copy of the RAC1 form.

The RAC1 form will be kept by Customer Services for monitoring purposes, and in your house file and the perpetrators file (if allegations prove to be true).

We will try and resolve the situation within 14 working days, however if this is not possible, a further time at which the matter will be discussed with a view to resolution will be arranged.

The housing officer or manager will provide ongoing support and advise, and you will be kept involved throughout the investigation process, and of any action, which is taken against the perpetrator.

If you are not happy with this response, you should then follow the association's complaints procedure from stage 2.

You may also wish to report the incident to one of the local authority Hate Incident Reporting Centres; your housing officer will give you these details. Or if you would prefer we can do this on your behalf.

Contractors/Consultants

This includes any form of racial harassment be it from a resident or an employee of the Association.

In addition to your own company's procedures relating to racial harassment.

Headrow Housing also needs to know about such incidents, whilst you are carrying out work for the Association.

You should report the incident in the first instance to the Customer Service Team Leader or Property Services Manager, unless they are the alleged perpetrator, in which case you should report it to the Director of Operations.

The Customer Services Team/Property Services Manager or Director of Operations will complete the RAC1 form and acknowledge your complaint within 3 working days. An action plan will be agreed with you, and you will be given a copy of the RAC1 form.

This incident will not be discussed with your employer, without your prior permission.

We will try and resolve the situation within 14 working days, however if this is not possible a further time at which the matter will be discussed with a view to resolution will be arranged.

If you are not happy with this response you should follow the Associations Complaints Procedure from stage 3.

Targets

Serious incidents of racial harassment e.g. assault or violence. A representative from the Association will aim to visit you within 1 working day.

Any racist graffiti or vandalism, we will aim to investigate and remove or make good within 3-5 working days.

What you should do if you are experiencing racial harassment?

- Report it to Headrow Limited, the police and local authority
- Write down the names of the officers dealing with the matter
- Write down what happened during the incident, including the time/date, place, description or name and address of the perpetrator
- Take photographs of any graffiti or damage to your property, or any injuries
- If there were any witnesses, write down their name and address, and ask them to write details of the incident down.

What will happen to people who racially harass?

People who racially abuse and harass others will be requested to stop, and told that their behaviour is not acceptable. If they persist in their behaviour, action will be taken. Headrow Limited, the local authority or the police may take action. A number of different options are available, and the appropriate action will be taken and may include 1 or more of the following courses of action: -

- Transfer
- Possession Proceedings
- Injunctions
- ASB orders/Parenting orders/Child curfew orders
- Mediation
- Visits
- Warning letters

If the complaint is found on investigation to be unfounded and that the motivation for making the complaint in the 1st place was racist, then the appropriate actions will be taken against the complainant.