

LOTUS CARING HANDS (LCH)

Bullying and Harassment Policy and Procedures

Charity Registration Number: 1132258

Registered Address: 40 Pomeroy Close, Amersham, Buckinghamshire, HP7 9BW

1. Purpose of the Policy

Lotus Caring Hands (LCH) is committed to providing a safe, respectful, and inclusive environment for all staff, volunteers, trustees, beneficiaries, and stakeholders. This policy sets out how bullying and harassment will be prevented, reported, and addressed.

2. Scope

This policy applies to all trustees, employees, volunteers, contractors, and anyone engaged in activities on behalf of LCH.

3. Definition of Bullying and Harassment

Bullying is offensive, intimidating, malicious, or insulting behaviour that undermines or injures an individual.

Harassment is unwanted conduct related to a protected characteristic that violates a person's dignity or creates an intimidating, hostile, degrading, humiliating, or offensive environment.

Examples include:

- Verbal abuse, threats, or intimidation
- Offensive jokes or comments
- Unwanted physical contact
- Exclusion or victimisation
- Cyberbullying or harassment via digital platforms

4. Zero Tolerance Approach

LCH operates a zero-tolerance approach to bullying and harassment. All allegations will be taken seriously and dealt with promptly and fairly.

5. Reporting a Concern

Anyone experiencing or witnessing bullying or harassment should report it as soon as possible:

- To the Chair or a Trustee
- To the Safeguarding Lead (where appropriate)
- In writing or verbally

6. Handling Complaints

- All complaints will be acknowledged promptly.
- Allegations will be investigated impartially and confidentially.
- Appropriate action will be taken where misconduct is found.

7. Confidentiality

Information will be handled sensitively and shared only on a need-to-know basis.

8. Protection from Victimisation

No individual will be treated unfairly for raising a genuine concern or participating in an investigation.

9. Disciplinary Action

Where allegations are upheld, appropriate action will be taken, which may include disciplinary measures or termination of involvement.

10. Review of Policy

This policy will be reviewed annually or sooner if legislation or organisational changes require.

Approved by the Board of Trustees

Date: 26/12/2025

Review Date: 26/12/2025