

Reference: 625905

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Information Rights Adviser
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Freedom of Information: Right to know request

Thank you for your request for information about bullying complaints.

This was received by Ofcom on 4 October and it has been considered under the Freedom of Information Act 2000 (“the Act”).

You asked:

I am looking for information about bullying complaints. Please could you provide me with the following:

- 1. How many people have made complaints that they suffered bullying by other members of staff in the last three calendar years (up to and including September 2018)? Please could you break this information down by year and gender.*

As an employer, we are committed to treating all colleagues with dignity and respect in an inclusive and fair working environment, promoting equality of opportunity for all. Ofcom takes bullying extremely seriously and encourages reporting. In line with our commitment to corporate responsibility, we keep our employment staff policies and processes under review to ensure they are up to date and consistent with our values, as well as with the requirements of employment law. We do this extensively through colleague surveys and consulting with colleague networks within the organisation.

In the 2017/18 financial year, we launched a Listening Network, with volunteers offering informal peer support, and strengthened our support for colleagues by introducing resilience workshops, open to all colleagues, and mandatory for all people managers¹.

Gender	Year
Female x1	2016
Female x 1	2017
Male x 1	2018
Female x1	2018

¹ https://www.ofcom.org.uk/data/assets/pdf_file/0012/115230/annual-report-1718-accessible.pdf at p. 75

Turning to your request, we can confirm that out of nearly 900 employees, in the last three calendar years, four have made complaints concerning bullying by other members of staff. Please see the table below.

2. *How many members of staff have faced disciplinary investigations as a result of an accusation of bullying made against them in the last three calendar years (up to and including September 2018)? Please could you break this information down by year, gender. In each case, please could you state whether any misconduct was found and, if so, what type of disciplinary action was taken including verbal/written/final warnings, suspension, dismissal etc.*

Investigations have taken place in relation to three of the cases referred to in response to question 1 and one is still being investigated. For three of those cases we undertook a variety of internal measures such as mediation and development actions and these were resolved without the need for any further action.

The remaining case from this year is still being investigated and accordingly no action has been taken to-date in respect of that case.

Gender	Year	Complaint Raised under Ofcom's Grievance policy	Actions taken
Female x1	2016	Not a formal Grievance	Mediation and development actions
Female x 1	2017	Yes	Mediation and development actions
Male x 1	2018	Yes	Mediation and development actions
Female x1	2018	Ongoing investigation	Awaiting conclusion of investigation.

If you have any queries, please contact information.requests@ofcom.org.uk. Please remember to quote the reference number above in any future communications.

Yours sincerely,

Jerin John

If you are unhappy with the response or level of service you have received in relation to your request from Ofcom, you may ask for an internal review. If you ask us for an internal review of our decision, it will be treated as a formal complaint and will be subject to an independent review within Ofcom. We will acknowledge the complaint and inform you of the date by which you might expect to be told the outcome.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for undertaking internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all

such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact:

Corporation Secretary
Ofcom
Riverside House
2a Southwark Bridge Road
London SE1 9HA

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF