

FORM HCD
**HARASSMENT COMPLAINTS
DATABASE**

■ 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
- 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 the Equal Opportunities Information section. Look under Bullying & Harassment in the members section of the CWU website at 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.

▲ *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.*

■ 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 people in the Equality Department 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.

Date:

COMPLAINANT INFORMATION

First name:

Surname:

CWU membership number:

Full address & postcode:

Telephone number:

Email:

**Branch name,
contact number
& email:**

Dates of Incidents:

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	
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:

Any other comments:

(please include on a separate sheet of paper if necessary)

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.

SEX: 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 RETURN THE COMPLETED FORM TO:

email: **dgittens@cwu.org**

post: CWU
Equality Department
HCD Reports
150 The Broadway
Wimbledon
SW19 1RX

