

Merton Mencap Standards

No 3. Preventing and responding to bullying

Our statement:

Merton Mencap is committed to providing a caring, friendly and safe environment so service users can take part in activities in a relaxed and secure atmosphere. We are committed to preventing and responding to any allegation and instances of bullying.

Our basic commitments:

- We have written commitments to safeguard children and vulnerable adults
- We have a clear anti-bullying policy & procedure to raise awareness of bullying and to show how we respond to any allegations or incidents of bullying
- All our staff (employees, bank workers and volunteers) and people using our services have easy access to our anti-bullying policy and procedure
- We put in place ground rules for people using our services to let people know how they are expected to behave
- We have a complaints policy and procedure

- All instances of bullying and complaints are reported to our Executive Committee for review by our trustees

Record of adoption and review of this Standard:

Adopted: 2 June 2011

Reviewed: 9 September 2014
