Your manager/line manager

Depending on your job, your manager may go under another title, such as “supervisor” or “team leader”. Managers have a key responsibility for your general well-being. Managers also have prescribed roles to investigate and manage complaints under the complaints procedures detailed below.

Human Resources Managers

If you are uncomfortable talking to your manager, you can consult your Human Resources Manager (HR Manager) to discuss any concerns. HR Managers will be able to discuss these issues with you sensitively and without involving your manager initially. However, in many cases, your manager may need to become involved at a later stage, as this is often necessary in order to investigate or address any issues that are raised.

HR Managers also have prescribed roles – for example, in advising managers and Heads of Services – within the University’s complaints procedures. You can find out the details of your local HR Manager on the HR website at www.hr.leeds.ac.uk/contacts/staff_faculty.aspx

Mediation Service

Mediation is a process where an impartial third party enables two or more people to work through conflict or disagreement, with a view to improving their working relationship. Mediators are provided, through the University’s Mediation Service, to help staff to honestly discuss the situation and come up with a way forward that is acceptable to the parties. Whilst mediation is generally seen as a process involving two or more people, the starting point is generally for a member of staff to consult the Mediation Service and meet with a mediator to talk through their situation. This may be helpful, for example, for a person who is considering making a complaint of harassment or bullying or, indeed, someone who is, or may be, on the receiving end of such a complaint. More information about the Mediation Service is available at www.leeds.ac.uk/mediation/

Staff counsellors

The counselling service deals with a wide range of personal difficulties ranging from anxiety states and depression through to life and relationship issues both at home and at work. The range of approaches is very wide and is drawn from Cognitive Behaviour Therapy (CBT), counselling, person-centred, and life coaching approaches in trying to address problems.

Staff can access the service by contacting Nicola Neath or Sally Rose by telephone on 0113 343 3694 and leaving contact details on the answering machine.

Calls will be returned by either Nicola or Sally as soon as possible to arrange an appointment. With the exception of holiday periods, you would normally be contacted within a few days of making your first enquiry and an appointment would be available within a week to ten days. http://www.leeds.ac.uk/occupationalhealth/counselling.html
Leeds Citizens Advice Bureau

Leeds University have contracted Leeds CAB to provide staff with a dedicated social welfare and legal rights advice service.

If you have questions about legal or social welfare rights, or would like advice on debt, homelessness, employment rights, discrimination, education, immigration, tax, citizenship or legal procedures, call the dedicated advice line.

The service is available 5 days a week, Monday to Friday from 9am – 5pm. Just call 08444 111300.  
http://hr.leeds.ac.uk/directory_record/2652/citizens_advice_bureau

Trade unions (for those who are members)

Employees of the University of Leeds are free to join a union of their choice, although union membership is not a condition of working here. Trade unions are able to provide assistance and support to members in relation to a wide range of issues, including issues relating to bullying, harassment and victimisation.

The University recognises the following trade unions:

- University and College Union (UCU) – visit www.leeds.ac.uk/ucu for more information
- Unite (formerly Amicus) – visit www.amicus.leeds.ac.uk/ for more information
- UNISON – visit www.leeds.ac.uk/unison for more information

Advice to managers from the Equality Service

Where a manager or Head of School/Service is considering how best to respond to issues raised within their area in relation to harassment or discrimination (on grounds of gender, race, sexual orientation, religion, age or disability), the Equality Service can provide advice on the way forward and act as an independent ‘sounding board’ for the manager or Head of School/Service during this process.

Although the Equality Service does not generally provide advice to individual staff members, the service can signpost staff members to appropriate sources of advice and support.

For more information about the Equality Service, visit www.equality.leeds.ac.uk or telephone 0113 343 3927 and ask to speak to an Equality and Diversity Manager.

Other external sources of advice and support

There are a range of external sources of advice and support for staff and managers. For example, these include:
• **The Advisory, Conciliation and Arbitration Service (Acas)** offers a helpline service, which can provide advice to employers and employees who are involved in an employment dispute or are seeking information on employment rights and rules. The Helpline provides clear, confidential, independent and impartial advice to assist the caller in resolving issues in the workplace. You can call the Acas helpline on 08457 47 47 47 or visit the Acas website at [www.acas.org.uk](http://www.acas.org.uk).

• **The Andrea Adams Trust** is a non-political, non-profit making charity operating as the focus for the diverse and complex problems caused by bullying behaviour in the workplace. You can telephone the Andrea Adams Trust helpline on 01273 704 900 or visit the Trust’s website at [www.andreaadamstrust.org](http://www.andreaadamstrust.org).

• **The Equality and Human Rights Commission (EHRC)** is a statutory body charged with enforcing anti-discrimination legislation. The Equality and Human Rights Commission helpline can provide information and guidance on discrimination and human rights issues to employers and employees. You can telephone the helpline on 0845 604 6610 or visit the EHRC’s website at [www.equalityhumanrights.com](http://www.equalityhumanrights.com) for more information.

• **Your local Citizens Advice Bureau (CAB)** can provide free and impartial advice. You can find your local CAB office in the phone book or online at [www.citizensadvice.org.uk/](http://www.citizensadvice.org.uk/).