

LANGSTANE HOUSING ASSOCIATION LIMITED

RACIAL HARASSMENT POLICY

1. AIMS

Racial harassment is an incident, or series of incidents, intended to, or likely to intimidate, offend or harm an individual or group because of their ethnic origin, colour, race or nationality. A racist incident is any incident that is perceived to be racist by the victim, or any other person.

Langstane Housing Association will not tolerate any incidents of racial harassment, whether perpetrated by its tenants, employees, contractors, or others, and will investigate all reports of such harassment and, where proven, take action against those responsible.

The Association will ensure that applicants have equality of opportunity to access housing and that their choice of housing will not be limited by the threat, or experience of racial harassment, and that tenants will be able to enjoy their homes and neighbourhood without fear of racially motivated nuisance.

The Association works closely with Grampian Racial Equality Council through a Service Level Agreement to ensure best practice on race issues.

2. OBJECTIVES

- To recognise incidents of harassment as they will manifest themselves in a wide variety of behaviours
- To investigate all incidents of harassment as being potentially racially motivated
- To support and advise victims of racial harassment appropriately
- To take appropriate legal action against perpetrators
- To encourage a multi-agency approach to case work
- To promote the unacceptability of any type of harassment in the tenant handbook and other appropriate publicity, and make clear that the Association will take action against the perpetrators

3. PROCEDURES

The Association will ensure that procedures are in place and that staff can respond quickly, sensitively and effectively to support victims and deal with perpetrators. Procedures are also in place to ensure that all applicants can access information in an appropriate language and format about the lettings process. Procedures to be followed by staff are held both in paper and computer format.

The tenants' responsibilities and obligations in relation to respect for others and being a good neighbour are clearly stated in the Tenancy Agreement.

The Association has established a system to monitor data of all racial harassment cases which will record incidents from the beginning to the conclusion of the case.

4. **STAFF RESOURCES AND TRAINING**

The policy will be implemented by all members of staff, and the Association will ensure that the appropriate training has been given to staff to meet statutory requirements.

Training includes:

- Induction training in the relevant statutory requirements
- Mediation and Conflict Resolution Skills

5. **MONITORING AND REVIEW**

Complaints of racial harassment are recorded within the Association's complaint database, which includes the following:

- Victim details
- Perpetrator details (if known)
- Circumstances
- Details of other Agencies involved

Complaints of this nature are brought to the attention of the Director of Customer Services and a report is submitted to the Tenants Services Sub-Committee

Right to Complain

In the event you are not satisfied with the service you have received, please contact the Association for a copy of our Complaints Policy, which can also be viewed on our website.

Approved by Tenants' Services Sub Committee: 30 October 2009

Review Date: 3 years