

Policy: **Bullying and Harassment**

Code: **06ST29**

Reviewed/ Revised: **01/10/2022**

Date of Next Review: **February 2024**

Policy Owner: **Director of Operations**

Target audience: **All Students, EAHM Faculty and Staff**

PURPOSE:

In the multicultural environment of Dubai and the global hospitality industry in general, tolerance, open-mindedness and respect for others are essential. The Emirates Academy of Hospitality Management (EAHM) strives to provide a model environment for future hospitality industry professionals, where diversity and tolerance are highly valued and all community members may live without fear of bullying and intimidation. This purpose of this policy is to

- affirm EAHM's commitment to a zero-tolerance approach to harassment and bullying
- clearly define and describe unacceptable conduct
- provide a procedure for dealing with cases of harassment and bullying

SCOPE:

The policy covers all EAHM students, including full-time, part-time and temporary (exchange) students. It covers bullying and harassment of students by students, of faculty or staff by students, and of students by faculty or staff.

The policy applies in all EAHM contexts, including but not limited to internships, student events and field trips, as well as academic activities. The policy covers all locations where EAHM students work, live, and socialize, including all campus locations and anywhere off campus where students gather or meet.

Bullying or harassment of EAHM employees by employees will be dealt with under Human Resources regulations.

DEFINITIONS:

Bullying and harassment are very similar. The victims of both are singled out for repeated, unwelcome attacks of a verbal, physical, or indirect nature. Both bullying and harassment may create an atmosphere that is hostile, threatening, or degrading for the target, to the extent that his or her academic performance or work suffers.

"Bullying is repeated, intentional oppression, psychological or physical, of a less powerful person by a more powerful person."¹

Examples of bullying include, but are not limited to,

- using offensive nicknames in front of others with the intent of belittling or degrading someone
- excluding someone from group activities in a very public way
- spreading malicious and unfounded rumours
- ridiculing, insulting, and trivializing someone's actions or words

¹ Rigby, K. (n.d.). Defining bullying: A new look at an old concept. Retrieved 16 August 2007, from <http://www.education.unisa.edu.au/bullying/>

- “picking on” someone and criticizing them in front of others
- threatening someone, for example, with abusive telephone calls or e-mails
- using physical violence such as shoving, pushing, or hitting with thrown objects

While bullying clearly targets victims who are perceived to be weak in some way, harassment usually targets a person or group with certain characteristics. For example, sexual harassment involves “unwanted sexual attention, which emphasizes sexual status over status of an individual, colleague, or student.”²

Examples of sexual harassment include

- suggestive looks
- sexist put-downs or insults
- inappropriately intimate inquiries
- provocative invitations
- offensive language
- display of sexually explicit pictures publicly or sending them to someone via email
- unwelcome touching or closeness
- spreading unfounded rumours about someone’s sexual history

These and other behaviours can be considered harassment when they are uninvited and unwelcome and when they create a hostile or offensive atmosphere. This applies even if harassment was not intended.

Sexual harassment can be perpetrated by men targeting women, by women targeting men, or by an individual targeting someone of the same gender.

Sexual harassment is particularly serious when someone feels they must endure the behaviour in order to keep their job or get good grades, or when such conduct interferes with the person’s academic performance or work because of the hostile and threatening environment created.

Harassment can also target:

- culture or national origin or ethnicity
- age
- appearance (e.g. obesity, shortness in men, etc.)
- disability
- religion
- any other feature of an individual that may be seen to set him or her apart from others

Examples of this type of harassment include:

- derogatory remarks, teasing, jokes, pranks, or insults about a person’s ethnicity, appearance, etc.
- sending an e-mail joke or message that makes fun of an individual or group’s physical characteristics (for example, a joke about fat people)

As with sexual harassment, these and other behaviours can be considered harassment when they are uninvited and unwelcome, and when they create a hostile or offensive atmosphere, even if harassment was not intended.

² University of Dundee. (2006). Harassment and bullying policy statement and guidelines. Retrieved 10 August 2007, from www.somis.dundee.ac.uk/hr/policies/hb.html

POLICY STATEMENT

The Emirates Academy of Hospitality Management does not tolerate bullying or harassment. Complaints will be taken very seriously, and disciplinary action will ensue when an offense is proven. Someone who witnesses bullying or harassment but does not report it, or someone who encourages bullying or harassment without taking part in it, may also be subject to disciplinary action.

This policy prohibits retaliation against students or others who complain about harassment or bullying or who act as witnesses for someone else. Retaliation is also subject to disciplinary action.

RESPONSIBILITY:

All faculty members and EAHM staff are responsible for being alert to the possibility of bullying or harassment among their students and for taking prompt action when it is identified. Faculty, in particular, are responsible for modelling a zero-tolerance attitude towards this type of behaviour.

The Student Support Officer is responsible for ensuring that the policy is reviewed regularly and kept updated.

IMPLEMENTATION OF THE POLICY:

Students are encouraged, if it is appropriate and possible, to try to resolve complaints of bullying or harassment informally, by firmly informing the perpetrator that his or her behaviour is not acceptable.

If it is not possible for the student to speak with the perpetrator, or if the perpetrator will not listen, then the student may confide in his or her personal tutor, or a trusted faculty member or the Student Support Officer. They will help the complainant try to solve the problem and may mediate with the perpetrator.

If the informal route is unsuccessful, or if the issue is too serious to be resolved informally, the student may submit a formal written complaint to the Operations Manager, who is responsible for implementing the formal disciplinary procedures for non-academic offenses.

The complaint must be submitted in writing, giving as much information as possible, including the names of any witnesses. Complaints will not be accepted if they are received more than twenty (20) working days after the latest incident, unless there is a very compelling reason for the delay.

The Operations Manager will convene the Disciplinary Committee, which will hold a hearing within five working days of receipt of the violation report and will tender its decision within two (2) working days of the hearing.

The complainant will supply evidence of the bullying or harassment, including witness statements if possible. The accused may produce his or her own evidence and witnesses and may be accompanied by a proponent from within EAHM (a friend, personal tutor, etc.). The Disciplinary Committee will make a decision and will assign sanctions if the accused is found to be guilty. Sanctions for bullying and harassment may include one or more of the following or other appropriate penalties:

- A warning letter added to the student's file
- Probation status, meaning that subsequent misdemeanours of any type will receive full sanctions

- A formal apology to the complainant
- Mandatory cultural sensitivity training, if relevant
- Temporary loss of certain privileges
- A mandatory visit or visits to EAHM's Student Support Officer and/or to a local mental health professional
- Suspension for a trimester
- Expulsion

Penalties for harassment of students by faculty or staff members are covered in EAHM and Jumeirah human resources policies.

The accused has the right to appeal the committee's decision and/or sanctions once. A written appeal must be submitted to the Dean within ten (10) working days of receipt of the Disciplinary Committee decision.

The Dean or Managing Director will consider a written appeal and will make a final decision.

The disciplinary process is described in detail in EAHM policy **EA/STU/002, Non-academic discipline.**

ASSOCIATED DOCUMENTS:

- Student Code of Conduct Violation Report Form
- EAHM HR policies
- 06ST13 Student Discipline
- 06ST20 Student Counselling
- 06ST25 Student Grievances

MENTIONS:

- Student Handbook

DATE OF NEXT REVIEW:

This document should be reviewed by **February 2024.**

POLICY APPROVALS RECORD

Policy Name:	Bullying and Harassment	
Policy Code:	06ST29	Formerly: EA/STU/001
Date of first approval:	10/2007	

Reviewed/ Updated	Details of Amendment
15/02/2022	- Changed policy owner to School Counsellor
01/10/2022	- Changed policy owner to Director of Operations