



## **Policies & Procedures**

### **Code of Unacceptable behaviour at MIC's Premises**

The MIC has set a code of unacceptable behaviour for all visitors, users, staff and management of the centre. The code is based on UK law and expected Islamic standards of a behaviour.

#### **Unacceptable behaviour can fall in the following categories:-**

- a) Any kind of abuse, bullying, harassment, victimisation, threats, or incitement to hate.
- b) This may involve actions, words or physical gestures that could reasonably be perceived to be the cause of another person's distress or discomfort. Bullying or harassment may be by an individual against an individual or involve groups of people.
- c) Failure to observe the rules established by management on any aspect of health and safety such as Covid-19 or on any unauthorised meetings/gatherings.
- d) Inappropriate dress code as established by the Management for a Mosque.
- e) Leaving leaflets or handing out any materials or products not authorised by the management.
- f) Unauthorised filming or recoding on the premises using any device.
- g) Sending any kind of abuse, threatening communication to management.
- h) Producing and distributing false and misleading claims against the management in any form.

#### **MIC defines personal behaviour directed as being unacceptable if:**

- It is directed at someone and its unwanted by the recipient.
- It has the purpose or effect of violating the recipient's dignity and/or creating an intimidating, hostile, degrading, humiliating or offensive environment, and
- Having regard to all the circumstances, including the recipient's perception, it was reasonable for the behaviour to have that effect.

#### **Some examples of unacceptable behaviour are:**

- Aggressive or abusive behaviour, such as shouting or personal insults
- Spreading malicious rumours or gossip, or insulting someone
- Discrimination or harassment when related to a protected characteristic under the Equality Act 2010
- Unwanted physical contact
- Stalking
- Offensive comments/jokes or body language

- Publishing, circulating or displaying pornographic, racist, sexually suggestive or otherwise offensive material or pictures
- Isolation, deliberate exclusion and/or non co-operation at work
- Persistent and unreasonable criticism
- Unreasonable demands and impossible targets
- Coercion, such as pressure to subscribe to a particular political or religious belief
- Sending any kind of abuse and malicious communication to staff or management.

### **Reporting and dealing with Unacceptable Behaviour.**

Unacceptable behaviour does not have to be face-to-face, and may take many forms such as written, telephone or e-mail communications or through social media.

If a third party who is not a member of the MIC staff (for example, a worshiper, pupil's guardian, a supplier or a visitor) behaves in an unacceptable manner, this should be reported to the Admin Officer who will determine an appropriate course of action to deal with the issue. If the Admin Officer is not able to resolve the issue, the complaint will be taken forward by the CEO.

If the behaviour is deemed a one off and a first incident a verbal warning will be given.

If a second incident occurs a written warning will be sent to the individual.

If it continues after this legal action will be taken to prevent the individual (s) from attending the premises in future.

For a serious incident of threats, abuse and other behaviour the management may decide to send a letter informing them not to attend the premises again for a fixed period of time.

## **LEGAL DEFINITIONS**

### **Bullying and Harassment**

Unacceptable behaviour may contravene equalities and/or other legislation.

Whilst bullying and harassment will always be deemed to be forms of unacceptable behaviour, the two terms have distinct and separate legal meanings.

Harassment is connected to anti-discrimination legislation. Therefore if an individual is on the receiving end of unacceptable behaviour which relates to their sex, race, sexual orientation, age, disability, religion or belief or gender (collectively known as 'the protected characteristics'), this will be deemed to be harassment. Harassment may be established from a single event and a series or pattern of behaviour is not necessary in order to establish that an individual has suffered harassment.

Individuals are also protected from harassment based on someone else's protected characteristic or based on the perception that they have a protected characteristic .

Harassment, as defined in the Equality Act 2010, is unwanted conduct related to a relevant protected characteristic which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual.

Bullying is a broader concept which may generally be characterised as: offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means that undermine, humiliate, denigrate or injure the recipient (ACAS). For bullying to be established, there will generally be a series of pattern of events in which one individual has demonstrated unacceptable behaviour towards another individual.

With regards to both harassment and bullying, the unacceptable behaviour may be overt (for example, verbal abuse/threats/physical violence) or it may be more subtle and insidious.

### **Victimisation**

Victimisation is unfavourable treatment of a person ('the victim') to a detriment because they have:

- brought discrimination (including harassment) proceedings or given evidence or information in connection with such proceedings
- done anything other than in connection with discrimination (including harassment) proceedings
- made an allegation (whether expressly or otherwise) of discrimination or harassment
- or because it is suspected that the victim has done or intends to do any of these things.

Unfavourable treatment of a complainant or a Dignity at Work Contact or a witness in relation to a dignity at work complaint which relates to a protected characteristic is likely to be victimisation.

**MIC will not tolerate victimisation and a perpetrator will be subject to disciplinary action which may result in action up to and including dismissal or expulsion from MIC premises.**

### **Criminal offences**

Some forms of unacceptable behaviour may be serious enough to constitute a criminal offence.

If MIC becomes aware that an employee or an attendee of MIC premises has (or may have) committed an offence MIC may report its concerns to the police or other authorities, as appropriate.

Where matters are reported to the police, whether by an individual or the MIC staff, internal investigations and disciplinary action may still take place, whether or not the police decide to proceed. However, in some cases there may have to be a delay whilst police investigations are carried out.

### **COMPLAINTS ABOUT THE MOSQUE**

The Mosque will place a complaints and suggestions box in the mosque for any member of the congregation who has a complaint or suggestion for improvement. People can make their suggestions and place them in the box, and these will be examined by the management. If they want a reply, they will need to leave a contact name, number and email.

Complaints can also be made by email at [info@miconline.org.uk](mailto:info@miconline.org.uk)

All complaints will be acknowledged within 7 working days and investigated within 21 days unless considered an emergency.

Threats and statements of opinion on a matter, or false misleading statements on matters, will not be considered complaints. All accusations of wrong doing must be supported by evidence for us to be able to investigate a matter.