UCL Queen Square Institute of Neurology

Code of Conduct

The UCL Queen Square Institute of Neurology aims to be an inclusive and supportive workplace that nurtures staff and students to reach their full potential. This Code sets out the core standards expected from all affiliated staff and students. It seeks to create a positive research culture that promotes a sense of shared ownership, responsibility and conduct of behaviour for the success of all stakeholders we serve.

Our Motto: Harness the power of diversity

Our Vision:

Commitment: We have a strong commitment to equality, diversity, and inclusion, supported by visible and effective leadership.

Inclusiveness: We will promote an inclusive workplace by identifying and enabling the sharing of good practice across teams and individuals.

Integrity - We will maintain the integrity of judgements and inspire trust by being honest, ethical, and taking responsibility for our actions.

Transparency - We will communicate with each other and outside stakeholders in an open and transparent manner. Our decisions must stand up to scrutiny and be impartial.

Respect - We embrace diversity and inclusion and treat each other with dignity and respect.

Equality & Diversity - We will value and celebrate the diversity of our staff and student body and ensure that equality of opportunity is afforded to all.

Ethical: We will ensure all ethical standards are maintained to ensure professional and responsible behaviour.

Expected Behaviours:

Diversity in recruitment: We are committed to attracting, developing, engaging, and empowering a diverse community who are motivated to fulfil their potential and our vision.

Accountability: Each employee has a responsibility to promote a supportive and positive workplace towards our vision.

Respect: We respect and value diversity and the unique contributions that foster a trusting, open and inclusive environment. All staff are obliged to work with colleagues, students and other stakeholders with respect, courtesy, professionalism, and politeness.

Fairness: Members of staff can expect to be treated fairly, irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.
**Privilege:** Be aware of the privileges you may carry and be considerate towards those who might not have the same privileges as you. Mobilise your privileges in authentic allyship to give a voice and safe space to those who do not have the same advantages.

**Managers are particularly responsible for:**

- Setting boundaries and communicating to all their staff the behaviours expected of them.
- Intervening to stop unacceptable behaviour.
- Providing a supportive working environment.
- Reporting allegations of bullying and harassment to their manager (or appropriate manager), Head of Department or their HR Advisory Services contact.
- Setting a good example by their own behaviour.

**Unacceptable behaviours:**

**Bullying:** This construe offensive, intimidating, malicious or insulting behaviour including an abuse or misuse of power through means that undermine, humiliate, denigrate, or injure the recipient.

**Harassment:** Harassment includes speech or behaviour that is not welcome or is personally offensive in relation 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. Harassment may be established from a single event.

**Intimidation:** Behaviour aimed at or resulting in the victim’s dignity being affected constitutes intimidation. It creates a threatening, hostile, insulting, humiliating or hurtful environment.

**Sexual harassment:** Any undesirable sexual advances in the form of requests for sexual favours or other verbal, non-verbal or physical behaviour with sexual connotations that is aimed at, or results in, the person’s dignity being affected (particularly when a threatening, hostile, offensive, humiliating, or hurtful situation is created) are unacceptable. **Verbal and non-verbal sexual harassment** includes sexual innuendo in remarks, messages, images, or gestures, the unsolicited sending or intentional viewing of pornographic images or texts in plain view of others, staring, or asking intimate questions. **Physical sexual harassment** ranges from grabbing someone or obstructing someone’s path to sexual assault and rape.

**Aggression and violence:** Any aggressive behaviour that includes **verbal** (name-calling, yelling or very heated arguments), **physical** (kicking, shoving, hitting, spitting, biting, smashing) or **psychological** violence (threats, intimidation, blackmail, or humiliation) is unacceptable.
Unwelcome or offensive comments: Comments related to the age, appearance, body size, employment status, ethnicity, gender identity and expression, individual lifestyle, marital status, national origin, physical or cognitive ability, political affiliation, sexual orientation, race, or religion of any person are not permitted.

Exclusionary behaviours: Such behaviours isolate and discriminate against individuals and groups who are different. They may include incivility, bullying and workplace violence.

Abuse of seniority or power: Those in a position of power are expected to use their position fairly and responsibly. Any abuse of seniority or power over students, team members and colleagues will not be tolerated.

If you have experienced any form of unacceptable behaviour, you can informally contact:

IoN Dignity at Work Advisors:
- Martina Callaghan (m.callaghan@ucl.ac.uk)
- Anna Foakes (a.foakes@ucl.ac.uk)
- Caroline Selai (c.selai@ucl.ac.uk)
- Tracy Skinner (t.skinner@ucl.ac.uk)
- Faisel Farooq (f.farooq@ukdri.ucl.ac.uk)
- Christine Chow (c.chow@ucl.ac.uk)

IoN HR (Laura Allum: l.allum@ucl.ac.uk)

IoN Wellbeing Champions
- Jacky Bauer (j.bauer@ucl.ac.uk)
- Linda Taib (l.taib@ucl.ac.uk)
- Catherine Hills (catherine.hills@ucl.ac.uk)
- Nadine Dijkstra (n.dijkstra@ucl.ac.uk)

IoN Mental Health First Aiders or IoN i-act Practitioners:
- Amber S Simpson (UK DRI): amber.simpson@ucl.ac.uk
- Daniah Trabzuni (Dep. Neurodegenerative Diseases): d.trabzuni@ucl.ac.uk
- Rossana Rizzo (IoN Library): r.rizzo@ucl.ac.uk
- Jacky Bauer (Dep. Neuromuscular Diseases): j.bauer@ucl.ac.uk
- Steffy Czieso (Central Admin): s.czieso@ucl.ac.uk
- Michael Moutoussis (Imaging Neuroscience): m.moutoussis@ucl.ac.uk
- Sophie Roberts (Imaging Neuroscience): sophie.roberts@ucl.ac.uk
- Nadine Dijkstra (Imaging Neuroscience): n.dijkstra@ucl.ac.uk
- Cassie Hugill (Imaging Neuroscience): c.hugill@ucl.ac.uk
- Laura Allum (Central Admin): l.allum@ucl.ac.uk
If you have experienced or witnessed any form of unacceptable behaviour, report it!

https://report-support.ucl.ac.uk/

What to do if you experience bullying, harassment or sexual misconduct

Informal procedure (for staff and students)
- Go to report-support.ucl.ac.uk
- Speak to an advisor about support and resolutions
- Report the incident anonymously. Data will inform prevention and intervention
- Options for support
  - Mediation
    - A supportive process that gives you the opportunity to discuss issues and reach a resolution with the person involved
  - Senior colleague intervention
    - To explain to person that behaviour is unacceptable
- Issue resolved
- Follow formal procedure
- Issue not resolved

Formal procedure (for staff)
- Submit a written complaint to your HR Partner or HoD
- HR establish a grievance panel and schedule a hearing
- HoD advises you of outcome
- Accept outcome
- Submit appeal in 5 working days
- Don't accept outcome
- Panel of senior managers consider appeal. Decision is final but staff may refer the grievance to the Provost

Formal procedure (for students)
- Go to report-support.ucl.ac.uk
- Discuss the formal procedure with Student Support and Wellbeing or the Student Mediator
- Full stop +

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