



Racial harassment

Support and guidance for customers



INVESTOR IN PEOPLE

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Our policy

whg strongly believes everyone has the right to live their lives free of harassment or persecution.

We understand that racial harassment does occur and can affect anyone.

whg will not tolerate racial harassment of any kind and will support victims of this type of harassment. The victim is defined as the person who the racial harassment was directed at.

What is racial harassment?

whg defines racial harassment as any incident which is perceived to be racist by the victim or any other person.

It must be stressed that it is any incident which is perceived to be racist and this could include crimes and intimidation.

Examples of racist incidents include:

- physical assault (spitting, unprovoked physical assault)
- damage to property (including windows, doors, fences, cars or other property)
- racist graffiti (within or near the victim's home)
- arson or attempted arson in or near the victim's home
- verbal racial abuse, threatening or abusive racist behaviour, letters or telephone calls.

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Reporting racial harassment

We encourage customers to report all incidents of racial harassment and complaints can be made in several ways:

- direct contact – office or home visit
- telephone call
- letter
- e-mail
- using the complaints form on our website – www.whg.uk.com
- report from a third party (eg. a member of the public, tenant or whg colleague).

whg will acknowledge receipt of all complaints of racial harassment within two working days.

What we can do

whg will investigate every report of racial harassment. Reports where the alleged perpetrator is not a whg tenant will be passed directly to their current landlord and/or other agencies such as the Walsall Police or Safer Walsall Partnership. The perpetrator is the person who carried out the racial harassment.

We will then work with the landlord and other agencies to deal with the matter.

If the alleged perpetrator is a whg tenant, the complaint will be fully investigated by us. With the victim's permission, we will interview all parties involved in the case.

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If it is appropriate, whg will take legal action against the perpetrator. We can look at re-housing the victim but this is not always the best way to eliminate the problem.

Where the perpetrator is a whg tenant and the allegation is proven, then whg will seek to terminate their tenancy in accordance with the tenancy agreement.

Every effort will be made to identify and take action against perpetrators of racial harassment.

whg will assign a colleague who will seek the victim's permission to visit all perpetrators known to them.

Supporting the witnesses

whg encourages partnership working and multi-agency involvement in order to support witnesses throughout the process of tackling racial harassment. Multi-agency working means bringing together different organisations who offer their own skills and expertise in tackling racial harassment.

The safety and welfare of residents whose complaints form the basis of any action is our first consideration.

Well informed, practical personal support will be provided throughout the period of evidence gathering and during and after court proceedings, where necessary.

The names of complainants are never disclosed to perpetrators of racial harassment without the consent of the complainant. The complainant is the person who brings the harassment to our attention.

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Other help

In addition to the help and advice that whg can offer, independent advice can be obtained from:

Victim and witness support

Upper Rushall Street
Walsall WS1 2HA
Tel: [01922 644000](tel:01922644000)

Equality and Diversity Team

Walsall Council
Room 16b
Lichfield Street
Walsall WS1 1TP
Tel: [01922 653306](tel:01922653306)

Citizens Advice Bureau

Lichfield Street
Walsall WS1 1SE
Tel: [01922 700600](tel:01922700600)

Samaritans

Walsall & District Branch
Bott Lane
Walsall WS1 2JQ
Tel: [01922 624000](tel:01922624000)

24 hour help line:
Tel: [0845 7 90 90 90](tel:08457909090)

Deaf callers only (minicom):
Tel: [0845 7 90 91 92](tel:08457909192)

Textphone callers:
Tel: [0845 7 90 91 92](tel:08457909192)

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To contact us please call:

0300 555 6666

Always charged at **local rate**
– including from mobiles

Brownhills Housing Office

13 Silver Court
High Street
Brownhills WS8 6HA

Bloxwich Housing Office

Bloxwich Hall
Elmore Court
Elmore Green Road
Walsall WS3 2QW

Blakenall Housing Office

Blakenall Village Centre
Thames Road
Blakenall
Walsall WS3 1LZ

Central Walsall Housing Office

2nd Floor
Tameway Tower
Bridge Street
Walsall WS1 1JZ

Darlaston Housing Office

45 King Street
Darlaston WS10 8DE

Willenhall Housing Office

Beechwood House
New Road
Willenhall WV13 2BG

Email us at enquiries@whgrp.co.uk

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English

For interpretation, translation, large print, Braille or audio formats, ask an English speaking friend to help you contact your local housing office.

Bengali

ভাষান্তর, অনুবাদ, বড় হরফ, ব্রেল কিংবা অডিও ফরম্যাটের জন্য, ইংরেজী বলতে পারেন আপনার এমন কোন বন্ধুকে আপনার স্থানীয় হাউসিং অফিসের সঙ্গে যোগাযোগ করার জন্য সাহায্য করতে বলুন।

Punjabi

ਵਿਆਖਿਆ, ਅਨੁਵਾਦ, ਵੱਡੇ ਪਿੰਟ, ਬ੍ਰੈਲ ਜਾਂ ਆਡੀਓ ਫਾਰਮੈਟਾਂ ਲਈ, ਅੰਗ੍ਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਕਿਸੇ ਦੋਸਤ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੀ ਸਥਾਨਕ ਹਾਊਸਿੰਗ ਟ੍ਰਸਟ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਮਦਦ ਕਰੇ।

Gujarati

અર્થઘટન, ભાષાંતર, મોટી પ્રિન્ટ, બ્રેઈલ અથવા ઓડિયો ફોર્મેટ માટે, તમારા ઇંગ્લીશ બોલતા મિત્રને તમારા સ્થાનિક હાઉસિંગ ટ્રસ્ટનો સંપર્ક કરવા મદદ માટે કહો.

Hindi

भाषांतरण, अनुवाद, बड़े प्रिंट, ब्रेल अथवा ऑडियो प्रारूपों के लिए, अंग्रेजी बोलने वाले किसी दोस्त से कहें कि वह आपकी स्थानीय हाउसिंग ट्रस्ट से सम्पर्क करने में आपकी मदद करे।

Urdu

اشرح، ترجمہ، بڑے چھاپے، بریل یا آڈیو فارمیٹ کے لیے انگریزی بولنے والے کسی دوست سے دریافت کریں کہ وہ آپ کے مقامی ہاؤسنگ ٹرسٹ سے رابطہ کرنے میں آپ کی مدد کرے۔

French

Pour toute demande d'interprétariat, de traduction, de document en gros caractères, en braille ou en format audio ; veuillez demander à une de vos relations parlant anglais de contacter le bureau local de l'association de gestion de votre logement.

Turkish

Sözlü ya da yazılı tercümesini, ya da büyük puntuyla, körler alfabesiyle ya da sesli kayıt halinde edinmek için İngilizce bilen bir tanıdığınızdan bölgenizdeki konut vakfıyla temas kurmanıza yardımcı olmasını isteyin.



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Walsall WS1 1JZ
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