



SoP

GO TO PERSON

BACKGROUND

The “**Go-to-Person**” programme was introduced in 2018 to respond to sexual harassment and provide psychological safety in the workplace. The primary objective of the Go-to-Person program is to continue promoting a workplace environment free from sexual harassment by providing a designated individual to whom employees can confidently and discreetly report concerns, seek guidance, and receive support.

Scope:

- a. The service will be available to all civil servants.
- b. The case will specifically address workplace issues.

Responsibilities:

- a. The "Go to Person" shall receive the case and follow the procedure mentioned in this SOP.
- b. The Well-being Committee shall study the case and submit a recommendation to the Commission.
- c. The Commission shall provide the final decision and close the case. .



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1. Filing of workplace sexual harassment complaint:

- A civil servant shall complain about workplace sexual harassment in person, in a written format or via the link below to "Go to Person" at RCSC; <https://forms.gle/UjYjex9byE26Eper5>

- **The complaint shall contain;**

1. Full name and address of the complainant;
2. Name and address of the complainant, name of the agency, and a narration of the acts of harassment and relevant material facts, if any;
3. ***Anonymous complaints shall not be entertained.***

2. Conduct of complaint enquiry:

Step 1:

1. When a complaint is received, the "Go to Person" will obtain and record a full, step-by-step account of the incident/s. The record of all details of the discussion shall be kept confidential;
2. The "Go to Person" shall inform the respondent in writing of the sexual harassment complaint and direct him to submit an explanation on the complaint within 5 working days;
3. On verification of the explanation received from the respondent, the "Go to Person" shall verify the complaint and when convinced that a prima facie case exists, shall register the case;
4. The "Go to Person" may dismiss the case when the respondent civil servant's explanation proves beyond reasonable doubt that the complaint is/are without basis.



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Step 2:

- The "Go to Person" may submit to the Well-Being Committee when it is convinced that no decision can be taken without an investigation;
- The Well-Being Committee may direct "Go to Person" or form an investigation committee to investigate and execute the fact findings and submit them to the Committee;
- During the investigation, all civil servants must be treated fairly and equitably.

Step 3:

1. The "Go to Person" or the Investigation Committee shall:
 - a. Interview all directly concerned, witnesses separately;
2. keep records of the interviews and investigation;
3. Make a determination as to whether there is sufficient evidence that an incident/incidents of sexual harassment as defined has occurred;
4. Determine whether incidents were frequent;
5. On completion of the investigation, the report shall be submitted to the Well-being Committee and a copy to a civil servant under investigation.



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Step 4:

- 1.The Well-being Committee on receipt of the report shall allow the respondent to respond;
- 2.The respondent shall be allowed to respond to any concerns raised by the "Go to Person" or the Investigation Committee;
- 3.Where a respondent fails to answer questions or fails to submit any justification on the investigation report, the Well-being Committee may make a decision based on the evidence available;
- 4.On establishing the facts based on the investigation report and the evidence, the Well-being Committee shall assess the nature of the misconduct and determine the breach of Civil Service laws and other relevant laws of the Kingdom;
- 5.If the misconduct is found to be minor, the Well-being committee may direct Go to Person for ADR as per BCSR.
- 6.If the misconduct is a major one, the Well-being committee may recommend appropriate penalty as per BCSR and submit to the Commission or refer to the relevant agency as per laws.



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Appeal

1. A civil servant who is not satisfied with the decision of the Well-being Committee shall appeal to the RCSC within 10 working days of the receipt of the decision. (10 working days from the date of the decision letter or the date of receipt of the letter or what?)
2. The RCSC shall deliberate on the appeal within 15 working days from the date of the appeal received, and form an Investigation Committee/Investigator, if required
3. The Investigation Committee/Investigator shall submit an investigation report within 5 working days after completion of the Investigation. The RCSC, after receiving the investigation report, shall render a final decision within 15 working days.
4. The decision of the RCSC shall be final and binding.