

## CYCU Operation Direction for Preventing from and Dealing with the Workplace Bullying among the Faculty, Staff, and the Workers

*2023.07.25 1013th Executive Council passed.*

1. Chung Yuan Christian University (hereinafter referred to as the university) has formulated the direction in order to construct a healthy and friendly workplace environment and prevent the personnel and workers from suffering physical or mental unlawful infringements when performing their duties, so that they can devote to work and feel at ease.

2. The direction applies to all faculty, staff, and the workers at the university.

3. Workplace bullying as mentioned in the direction refers to the behavior that occurs in the workplace through abuse of power, unreasonable treatment, and unfair disposition that cause persistent offense, threat, ignorance, isolation, or insult, causing the bullied feel frustrated, threatened, humiliated, isolated or hurt, and then undermines their self-confidence and causes heavy physical and mental stress.

4. In order to prevent the workplace bullying behavior listed in the previous point and help provide the personnel and the workers with a work and service environment that is free from workplace bullying, a dedicated hotline is set up: (03) 2651996 and email: [anti-bullying@cycu.edu.tw](mailto:anti-bullying@cycu.edu.tw).

5. In order to strengthen the publicity of workplace bullying prevention measures and complaint channels among the faculty, staff and the workers, the university may use various gatherings and training courses on campus to deliver relevant messages.

6. The university sets up the workplace bullying prevention and complaint handling panel (hereinafter referred to as the panel) to handle workplace bullying complaint cases. The panel consists of seven members, the secretary-general will be the convener, and the remaining members are the faculty, staff, and the workers at the university designated by the president.

The number of members of any gender in the panel shall not be less than one-third of the total number of the membership.

Members of the panel serve a two-year term and may continue to serve one more term upon expiration.

7. Victims of workplace bullying cases or their appointed agents may request for assistance in accordance with the relevant laws and may also file a complaint with the panel.

The complaint referred to in the preceding section may be made orally or in writing. If the complaint is made verbally, the person handling it shall make a record and read it aloud to the complainant or have the complainant read it. After confirming that the content is correct, the complainant shall sign or seal it.

The complaint letter or record shall state the following matters and be signed or stamped by the complainant:

- (1) The complainant's name, national identity card number, service unit, title, domicile residence and contact number.
- (2) If an agent is appointed, his or her name, national identity card number, service unit, title, domicile residence and contact number shall be stated. When appointing an agent, a letter of appointment shall be attached.
- (3) The date and content of the facts complained of, and relevant evidences or witnesses.

If the complaint or record does not comply with the provisions of the preceding section and the circumstances can be corrected, the complainant shall be notified to make corrections within fourteen days.

For filing a workplace bullying case referred to in the first section, the complaint shall be made within one year after the case occurs. If the case of bullying continues to occur, the complaint shall be made from the time the last case occurs.

8. The complainant in a workplace bullying case may withdraw his or her complaint in writing before the panel makes a decision; once withdrawn, the complainant may not complaint again for the same cause of action.

9. The handling procedures of the panel are as follows:

- (1) Within seven days of receiving a workplace bullying complaint, a three-member ad hoc team shall be formed to act the investigation through an official request to the president for approval.
- (2) During the investigation process, the ad hoc team shall protect the privacy rights and other personal legal interests of the parties involved. After the investigation is completed, an investigation report shall also be prepared and submitted to the panel for review.
- (3) During the deliberation of the complaint case, the parties involved and the concerning parties shall be notified to present to explain, and when necessary, scholars and experts with relevant knowledge and experience may also be invited to

assist.

(4) With respect to the deliberation of the complaint case, the panel shall make a decision on whether the case is founded or not. If the decision is founded, suggestions for punishment and other appropriate measures shall be made; if the decision is not founded, suggestions for taking necessary handling shall still be made after considering the reviewing situations. In addition, if the compliant case has been proven with the facts that there is a false accusation by the complainant, suggestions for punishment and other appropriate handling shall also be made.

(5) The compliant decision shall describe the reasons, and notify the parties involved in writing, and also transfer the decision to relevant units for handling in accordance with the provisions.

(6) The investigation and deliberation of the complaint case shall be completed within two months from the next day of the date of acceptance. If necessary, it may be extended by one month and the parties involved shall be notified.

10. If a workplace bullying complaint case falls under one of the following circumstances, the review decision shall be made that the case is unaccepted:

(1) The complaint does not comply with the provisions and cannot be notified to correct, or the correction is not made within the time limit after being notified.

(2) The complaint is filed beyond the time limit to complaint.

(3) The complainant is not the victim of a workplace bullying case or the victim's appointed agent.

(4) File a complaint again after the same cause of action has been determined through complaint deliberation and decision or having been withdrawn.

(5) File complaints for cases that do not fall within the scope of workplace bullying.

(6) Without specific factual content or authentic name, service organization and domicile residence.

11. Personnel participating in the handling, investigation, and deliberation of the workplace bullying complaint cases shall be obliged to keep confidential with respect to the content learned from the handled complaint case.

12. Personnel participating in the investigation and deliberation of the workplace bullying complaint cases shall voluntarily recuse themselves if they fall into one of the following circumstances:

(1) The person himself or herself or his or her spouse or ex-spouse, blood relative within the fourth degree, or in-law relative within the third degree, or those who have had such relationships are the parties to the said case.

(2) The person himself or herself or his or her spouse or ex-spouse, with respect to the said case, has relationship of rights co-holders or duties co-obligors with the parties involved.

(3) Currently or have been the agent or assistant of the party to the said case.

(4) Served as a witness or appraiser in the said case.

If the investigating or deliberating personnel of the workplace bullying complaints fall into one of the following circumstances, the parties involved may apply for recusal:

(1) Refusal to voluntarily recuse themselves under the circumstances of the preceding section.

(2) There are specific facts that are sufficient to ascertain that they may with doubt be bias when implementing the investigation.

For an application referred to in the preceding section, the reason and fact shall be indicated to the panel and make a properly explanation; the investigating and deliberating personnel who are requested to be recused may submit an opinion letter with respect to the application.

The investigating and deliberating personnel who have been applied for recusal shall stop their investigation and deliberation tasks prior to the panel makes a decision of approval or denial with respect to the said application case. However, if there is an urgent situation, it shall still be handled as necessary. Those investigating and deliberating personnel who fail to recuse themselves under the circumstances specified in section 1 and have not been applied for recusal shall be ordered by the panel to recuse.

13. If a workplace bullying case has been sent to the judicial proceedings or to the court for a trial, the panel may make a resolution to suspend the investigation and deliberation.

14. If the parties need consultant, medical treatment, etc., the university may assist to refer to the professional counseling or medical institutions.

15. With respect to the workplace bullying complaint cases, the follow-up examination and supervision shall be carried out to ensure that the punishment or handling measures decided on the complaint are accurately and effectively implemented, and to avoid the occurrence of retaliation as well.

16. The direction has been passed by the executive council and reported to the president for promulgation and implementation, and the same will also apply to amendments.

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