6. WHERE TO REPORT – FIRST CONTACT POINTS

AT YOUR INSTITUTION

- Designated Officer (see Clause 6.1.58 for example, Institution Manager, Director/Principal).

WITHIN HEART/NSTA TRUST

- National Training & Programmes Division (NTPD)
- Human Resource Management & Development Department (for employee-related claims)

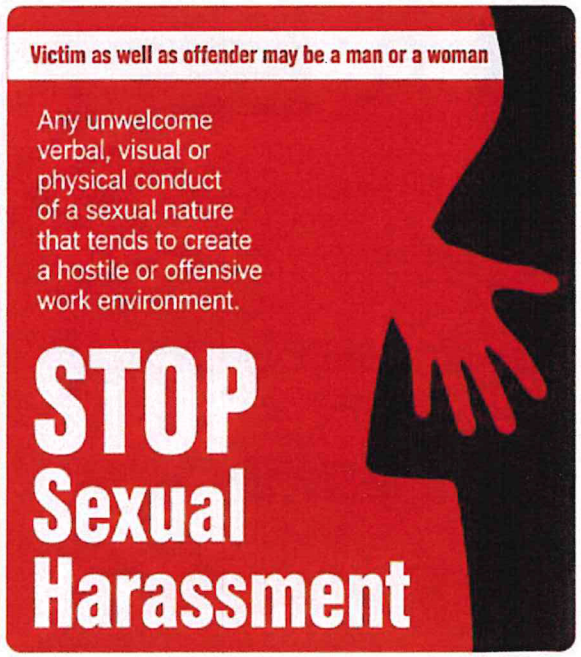
EXTERNAL ESCALATION

- The Tribunal (if directed to do so in writ)
- The Police (where criminal proceedings are warranted)

REMEMBER:
You have the right to a SAFE environment, sexual harassment is not acceptable.

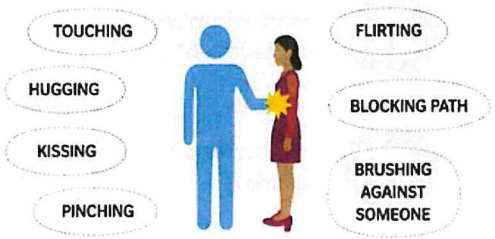
Speak up!
The law is on your side.

For Additional Information: *Please refer to the Trainee Handbook or Institution's Policy & Procedures Manual where applicable.*

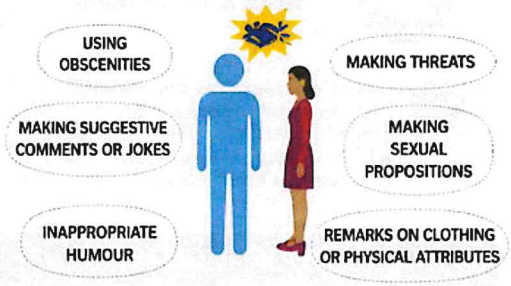


Types of Sexual Harassment

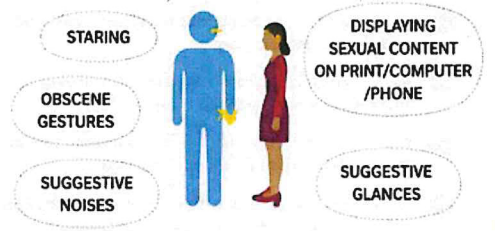
SEXUAL HARASSMENT
PHYSICAL



SEXUAL HARASSMENT
VERBAL



SEXUAL HARASSMENT
NON-VERBAL



HEART NSTA TRUST

National Training & Programmes Division (NTPD)

DID YOU KNOW?

YOU HAVE RIGHTS AND PROTECTIONS AGAINST SEXUAL HARASSMENT

Sexual harassment in institutions is addressed by law.

SPEAK UP. REPORT IT. STOP IT.

1. WHO IS PROTECTED?

- Trainees
- Instructors / Educators
- Employees
- Clients / Customers
- Security Officers
- Ancillary Staff
- Experiential Learning Participants / Work-Based Trainees

Any person who is affected by a hostile or offensive environment may also lodge a complaint.

2. WHO CAN A CLAIM BE MADE AGAINST?

- Staff Members (all levels of staff)
- Instructors / Trainees
- Fellow Trainees
- Clients & Customers

Sexual harassment complaints may be made against any individual whose conduct creates a hostile, intimidating, humiliating, or offensive environment.

3. HOW DO YOU LODGE A CLAIM?

STEP 1 Make a report / complete the Sexual Harassment Complaint Form.

STEP 2 Submit it to the Designated Officer or Person in Charge.

STEP 3 Keep a copy for your records.

STEP 4 All complaints are investigated even if later withdrawn.

4. WHAT IF THE INSTITUTION FAILS TO ACT?

A Person in Charge (including a Manager, Director/Principal, Institution Manager, or any individual designated to receive and act on complaints) who fails to:

- Notify the accused within 2 days of the claim being lodged; or
- Commence an investigation within 14 days of the claim being lodged;

...may be liable for FAILURE TO ACT under the Sexual Harassment (Protection and Prevention) Act.

YOUR NEXT STEP:
If you are aggrieved by the institution's failure to take the required action, you have the right to make a complaint directly to the Tribunal. You do NOT have to accept inaction — the law is on your side.

5. YOUR RIGHTS AS A COMPLAINANT

- You have the right to a safe, harassment-free environment at your institution.
- Your complaint will be investigated even if you later withdraw it. (Ref: Clause 6.3.5)
- You have the right to submit a written claim and receive a timely response.
- You are protected from intimidation, bullying, and retaliation for making a report.
- You have the right to appeal any outcome to the Deputy Managing Director (Training).
- You may escalate to the Tribunal if the institution fails to act within the required timeframes.

Sexual Harassment Is Never Acceptable

SPEAK UP

YOUR VOICE MATTERS