

In your reflective activity, you should have covered all of these points:

- You did the right thing when you treated Chelsea's complaint seriously and made enquiries to establish the facts. You know it is your duty to support Chelsea to make a formal complaint in line with your complaint procedures, if you decide together this is the right action to take.
- You are meeting the standards expected of a social service manager. The SSSC Code of Practice for Social Service Workers says that you must make it clear that bullying is not acceptable. You know you must take action to deal with such behaviour.
- You have a good understanding of procedures that enable workers to report bullying behaviour and promote them. You deal with reports promptly, effectively and openly.
- You promote confidence in your organisation's capacity to promote rights and demonstrate through your actions that you are trustworthy, reliable and dependable.
- You have an understanding of how power relationships can be used and abused. You appreciate the impact of stress and conflict on organisational performance and retention of staff.
- You are committed to communicating with your team openly and promoting the wellbeing of all workers. By acting quickly you have stopped the situation from getting worse and protected staff from further damage to their wellbeing.