



GMB Confidential Helpline and Online Support Service
Freephone 08088 010 788
Email: helpline@thesurvivortrust.org

Anyone can be affected by bullying or sexual harassment, regardless of their age, gender or role in an organisation and the effects can be devastating. The impact can be felt throughout an organisation and work team. Often people don't know where to get advice or help either for themselves or for a colleague.

If you've been affected by sexual harassment or bullying in any way, the GMB Confidential Helpline and Email service which is run independently by The Survivors Trust, offers you the opportunity to speak with someone who understands just how difficult it can be to reach out for help.

We're open every day of the week and you can leave an answerphone message at any time requesting a call back or use our confidential email service if you prefer with responses by the next day.

Monday - Thursday	10.00am – 12.30pm	1.30pm – 5.30pm	6.00pm – 8.00pm
Friday	10.00am – 12.30pm	1.30pm – 5.30pm	
Saturday	10.00am – 1.00pm		
Sunday			5.00pm – 8.30pm

If you are in need of information or support, we're here for you.

Confidentiality

Our 08088 number is free for you to use and will not show up on your phone or any phone bills. If you prefer to remain anonymous you can hide your phone number on a landline by dialling 141 before the helpline number – for mobiles, check with your network provider that this service is available with your mobile network.

We will protect your confidentiality and only share any information in specific circumstances:

- There is a risk of serious harm to either you or someone else
- Information is requested by a court of law
- You ask us to share information with someone

We will always seek your permission before sharing information.

Record keeping

Calls to the helpline are not recorded. However, we do keep basic monitoring information and during the call may ask about your age, gender, location. This is for the purpose of monitoring the helpline and informing how we deliver the service. You do not have to tell us anything you prefer not to.

Feedback

We welcome feedback about how our helpline is running. You can give anonymous feedback through a brief survey here: [Survivors Trust GMB Confidential Helpline Feedback](#)