

Equal Opportunities and Diversity Policy

Introduction

This policy describes the way in which All Saints Youth Project will meet the requirements of the Equality Act 2010. This Act replaced all previous equality legislation such as the Race Relations Act, the Disability Discrimination Act and the Sex Discrimination Act. The policy will be applied to all staff and learners, as well as any volunteers working in the school.

Access

Employees, learners and volunteers are made aware of the existence of this policy and where it can be accessed.

This policy is reviewed annually.

Policy Statement

All Saints Youth Project will adhere to the requirements of the Equality Act 2010 by not discriminating against learners, staff, volunteers or anyone involved in external agencies the organisation may be working with on the grounds of:

- sex, race, disability, religion or belief or sexual orientation.

In addition, there will be no discrimination against:

- pregnant females or new mothers
- staff, learners or volunteers undergoing gender re-assignment
- learners due to the behaviour of their parents and/or siblings

When recruiting staff, health related questions will not be asked until after a job offer is made, and then, only if it is necessary for the role.

All Saints Youth Project may decide to use the 'Positive Action' clause of the Equality Act 2010, which allows for the setting up of courses specifically for a certain group, such as Afro-Caribbean boys or Roma children. (Previously, this could have been considered discriminatory.)

It is expected that every person in the organisation will make a positive contribution to this policy, namely:

- All staff whether paid or voluntary
- All visitors to All Saints Youth Project
- All learners at All Saints Youth Project

In addition, All Saints Youth Project will:

- ensure that the services it provides are accessible to all and endeavour to positively encourage and benefit people from disadvantaged groups
- supply specialist aids and facilities to enable disabled people
- monitor any issues that arise within the organisation and take appropriate action, fully supporting any person in the organisation who is faced with prejudice or discrimination
- undertake an annual evaluation process to ensure that the policy is clear, in keeping with current legislation and being adhered to
- treat seriously any breaches of the policy, regarding them as misconduct which may lead to disciplinary proceedings

Complaint Procedure

Any complaints by a service user should be listened to and taken seriously. A complaint can be about any part of the service offered.

1. At the initial complaint the person receiving it should do their best to solve the problem. They should listen carefully to the complaint and be open and, if necessary apologetic. They should not argue with the complainant and treat the complainant with respect. They should ask the complainant the details of the complaint and write these down. If they feel they can't deal with the complaint or don't know what to do they should ask a more senior member of the team. If the complaint is resolved a record should be kept and the manager/person in charge informed.
2. If the complaint cannot be sorted out to the satisfaction of the complainant then it should be referred to the manager or person in charge of the group. If the complaint is resolved a record should be kept of this. At either of these stages the complainant should be offered an official complaints form.
3. If the manager cannot solve the complaint to the satisfaction of the complainant then they should be asked to fill in a complaints form (with help if necessary). If they don't want to do this, then the manager should make a record of the actions taken and the complaint and ask the complainant to sign to say they don't wish to fill in an official complaints form. The director responsible for the division/section should be informed but no further action taken.
4. If an official complaints form is filled in this should be given to the director responsible for the division/section as soon as possible. The director should discuss the complaint with the manager and the complainant and try to resolve the complaint within 14 days. All discussions should be recorded. The complainant should be encouraged to bring someone to support them if they wish. Options for sorting the complaint should be offered. Written results of these discussions should be given within 14 days. All information about the complaint should be reported at the next board meeting.

All Saints Youth Project
Centre number 18508



5. If the complainant is still not happy with the result of the complaint then it should be taken to the next board meeting, to be discussed by the directors. The directors can ask to speak to all parties if they wish. The decision of the board is final and should be given in writing within 14 days of the board meeting.

If the issue is a safeguarding issue then safeguarding procedures should be followed.

Signed :

Date: 24/11/16

Name : Kiu Wai Lam