

Equality, Diversity and Non-Discrimination Policy

Our centre is committed to being an organisation that actively promotes equality and reflects the diversity of the local community. Our aim is to provide services that respect different cultures, beliefs, and lived experiences, and that do not discriminate on any grounds.

Our centre:

- ensures that all patients, visitors, and stakeholders are treated with dignity and respect;
- does not tolerate any form of discrimination or harassment on the grounds of age, sex, marital status, pregnancy, race, ethnicity, disability, sexual orientation, gender reassignment, religion, or belief;
- provides services and care on an equal basis to all patients, regardless of personal characteristics;
- ensures that access to services and appointment processes are non-discriminatory.

The centre ensures that staff understand the importance of promoting equality and diversity through their work practices, professional conduct, and attitudes. All staff are aware that their actions influence others and that a positive approach to equality and diversity contributes to a respectful workplace and the wider community we serve.

All staff undertake Equality and Diversity training at least once every **three years**.

To support equal access to our services, the centre:

- provides information and documentation in alternative formats or languages where reasonably possible;
- aims to recruit staff who reflect the diversity of the local community;
- welcomes applications from candidates who speak additional languages alongside English;
- promotes and explains services to individuals or groups who may experience difficulty accessing or understanding services for any reason;
- ensures appropriate training for all staff who have direct contact with patients;
- collects and, where appropriate, reviews anonymised information relating to language needs and accessibility;
- provides the best possible physical access to the premises, including the availability of a disabled toilet;
- makes reasonable adjustments to meet individual patient needs where possible.

If You Feel You Have Experienced Discrimination

If you believe you have experienced discrimination, please raise the matter with the Centre Manager.

The Centre Manager will investigate the matter thoroughly and confidentially within **five working days**, establish the facts, and determine whether discrimination has occurred. You will be informed of the outcome of the investigation within **ten working days**.

If you are not satisfied with the outcome, you may raise a formal complaint in accordance with the centre's Complaints Procedure.

Discrimination Towards Centre Staff

The centre operates a **zero tolerance** approach to discrimination, abuse, or harassment of staff by patients or visitors.

Any individual who displays discriminatory or harassing behaviour towards a member of staff may be asked to leave the premises. In serious cases or where behaviour is repeated, the centre reserves the right to withdraw services and, where appropriate, involve the relevant authorities.