

Equal Opportunities Policy

The Appropriate Adult Service Limited (TAAS) is committed to respect for human rights. We believe that diversity benefits and adds value to our service. Having a diverse workforce better represents the people we work with. The differences in culture and range of different life experiences bring creativity, vitality and greater innovation to the organisation.

We shall use all methods to ensure that all:

- Staff experience fairness and equity of treatment in the workplace
- Users receive fair and equal access to our services
- Staff, volunteers and users are treated with dignity and respect

It is our policy that everyone should be treated fairly and without discrimination in relation to their human rights.

TAAS will not tolerate processes, attitudes and behaviour that amount to discrimination, including harassment, victimisation and bullying through prejudice, ignorance, thoughtlessness and stereotyping.

This means that we will:

- Target recruitment to strengthen under represented groups through advertising
- Make reasonable adjustments and provide necessary equipment and facilities for staff and volunteers with disabilities
- Ensure procedures and practices are fair so that staff and volunteers can better reflect the community it serves
- Access training to educate staff about equalities issues and awareness of human rights
- Ensure the working environment is free of discrimination, including harassment, victimisation and bullying
- Make it clear to staff and volunteers that discrimination is unacceptable and will be treated as a serious matter and a disciplinary offence
- Deal promptly and thoroughly with any complaints of discrimination including harassment, victimisation and bullying
- Ensure fairness and equity of treatment in all employment practices
- Assess the performance and potential of any individual on merit, and without regard to stereotypes and assumptions
- Ensure that policies and strategies are communicated to staff and volunteers
- Ensure that staff and volunteers treat everyone fairly, equitably and with respect
- Ensure that staff and volunteers do not use discriminatory practices in the work place or elsewhere
- Ensure that users are treated fairly and equally
- Not use discriminatory practices when providing services
- Take appropriate action against any user who harasses or acts in a discriminatory way towards other users or staff and volunteers

We will consider any comments, criticism or suggestions and:

- Provide clear information about where, and to whom, users should complain
- Listen to complaints and comments and act upon them
- Use complaints to improve awareness of equalities
- Ensure that any complaint of harassment from a user about another user or staff or volunteer is investigated and resolved promptly and fairly
- Monitor all complaints to check whether there are any underlying equalities issues
- Implement changes that the complaint and investigation show to be