



Equality & Diversity Policy

Cheshire East Information Advice and Support (CEIAS) team is committed to ensuring that all team members and service users are treated fairly and with respect. We recognise and value peoples' differences and their contributions.

We are committed to ensuring that no-one receives less favourable treatment on the basis of their perceived or actual age, disability, race, ethnic or national origin, religion/ lack of religion or belief, gender, gender reassignment, marital status, civil partnership, sexual orientation, pregnancy or maternity.

Accessibility

To support service users CEIAS endeavour to be as responsive and flexible in their approach as possible this includes, but is not restricted to, the following:

- Discussions will take place in a variety of ways e.g. e mail, telephone call, face to face; we aim to make full use of electronic communications whilst being aware of confidentiality and security of systems.
- Our leaflets will be produced in different formats for different audiences and levels of understanding.
- Our website will have a search engine and will be easy to read and access.

Conduct and general standards of behaviour

All members of CEIAS are expected to conduct themselves in a professional and considerate manner at all times. The service will not tolerate behaviour such as:

- Making threats
- Physical violence
- Shouting
- Swearing at others
- Persistent rudeness
- Isolating, ignoring or refusing to work with certain people
- Telling offensive jokes or name calling
- Displaying offensive material or the distribution of such material via email / text message or any other format.
- Any other forms of harassment or victimisation.

The items on the above list of unacceptable behaviours are considered to be disciplinary offences and can lead to disciplinary action being taken. CEIAS also have the right to refuse the service to anyone showing such behaviour.

How the policy will be implemented and who is responsible?

The Manager of CEIAS has responsibility for the effective implementation of this policy and all staff from the service take their own responsibility in terms of abiding by the policy.

Complaints of discrimination

All complaints of unlawful discrimination on any forbidden grounds made by employees, people who use the service or other third parties will be taken seriously and action will be taken where appropriate.

