



Equality Policy and Procedures

Gunilla Assmundson Ltd operates an equal opportunities policy and endeavours to ensure that all patients receive exactly the same standard of service. Some patients may have individual needs that need to be met, whether they are disabled or not. For some disabled customers, these needs can be very specific.

This policy sets out our commitments on equality, diversity and human rights and says how we will implement and deliver these.

Equality is about creating a fair society where everyone can participate and has the opportunity to fulfil their potential. It is backed by legislation designed to address unfair discrimination on the grounds of gender, trans-gender, partnership status, caring status, ethnicity, disability, age, sexual orientation and religion or belief.

Diversity is about the recognition and valuing of difference in its broadest sense. It is about creating a culture and practice that recognises, respects, values and harnesses these differences for the benefit of the practice, its employees and patients.

Human rights is about fairness, respect, equality, dignity and autonomy in how people are treated and in the services that are provided.

At this practice, we take equality, diversity and human rights seriously in order to meet our obligations under the equality, anti-discrimination and human rights legislation. We also believe that we have a moral and ethical obligation to promote equality and eliminate discrimination and harassment and to uphold human rights principles.

Statement of Intent

This policy sets out our commitment to the principles of equality, diversity and human rights for all our employees and patients. We wish to create a workplace and service environment that is free from unfair or unlawful discrimination and harassment and where human rights principles are upheld. We will challenge inequality, discrimination and disadvantage and will work to achieve the highest standards of patient care and employment practices.

We wish to ensure that no one who already uses or seeks to use our services or who is a prospective or actual employee should receive less favourable treatment on the grounds of their gender, trans-gender status, partnership status, caring status, race, colour, nationality, ethnic or national origin,



disability, marital status, sexual orientation, responsibility for dependents, age, trade union or political affiliation or religion or belief.

This policy was reviewed and implemented on **21/02/2020**

This policy and relevant procedures will be reviewed annually and are due for review on **21/02/2021** or prior to this date in accordance with new guidance or legislative changes.



Equality, Diversity and Human Rights Procedures

Service Delivery

We are committed to:

- Providing services that meet the requirements of individuals fairly, equitably and in a non-discriminatory way.
- The principles of fairness, respect, equality, dignity and autonomy in all that we do.
- Considering the needs of our patients when providing treatment.
- Being accessible and flexible when providing our services and taking into account the differing needs of our patients.
- Assessing our policies and processes and will take appropriate action to address any adverse impact should this be identified.
- Monitoring and evaluating our services to ensure they are meeting the needs of our patients.

Implementation

Specific responsibility for this policy rests with **Gunilla Assmundson**, but everyone has a responsibility to ensure that equality and human rights are effectively integrated and monitored.

Individual employees also have a responsibility to abide by the policy and to promote equality of opportunity and human rights principles.

In implementing this policy, we will:

- Communicate the policy to our employees.
- Publicise our policy to our patients.
- Ensure that we have adequate resources in place to fulfil our objectives of the policy.

Monitoring and Reviewing

We will establish monitoring systems to help us in assessing how we are progressing on equality, diversity and human rights in service provision and as an employer.



Complaints of discrimination

Any patient who believes they have been discriminated against or suffered harassment or victimisation can raise this with Gunilla Assmundson.



**Document Change Record
for
Equality Diversity and Human Rights Policy**

The table below is used to register all changes to the policy:

Published Date	Document Version Number	Pages affected	Description of revision	Author