**Equal Opportunities, Diversity and Inclusion – Customers**

**Policy**

My Support and Care Services Ltd will actively promote equal opportunities and diversity for its Customers; we will encourage and support our Customers with inclusion and integration within the community.

My Support and Care Services Ltd does not discriminate against Customers or potential Customers on grounds of:

* Race
* Colour
* Gender
* Sexuality
* Religion
* Disability
* Culture.

My Support and Care Services Ltd will endeavour to promote cultural diversity and support Customers who wish to maintain their cultural background. My Support and Care Services Ltd will provide Customers with information on organisations or services that may be appropriate for their needs, choices and beliefs.

My Support and Care Services Ltd will provide (whenever possible) any company literature in a format that is suitable for Customers individual requirements (i.e. large print, braille, other languages, symbols)

Where Customer’s disabilities disadvantage them in pursuit of their chosen work, activity and leisure pursuits etc., My Support and Care Services Ltd will explore avenues for Customers to engage in such pursuits and to minimise disadvantages.

My Support and Care Services Ltd will produce risk assessments for such pursuits to promote best advice and minimise risk.

See policy *‘Risk Assessments’* and *‘Accessing the Service’*

***Implementation of Policy***

The service manager has specific responsibility for the effective implementation of this policy, however all staff are expected to abide by the policy and help create the equality environment, which is the objective of this policy.

In order to implement this My Support and Care Services Ltd will:

* Communicate the policy to all Customers, prospective Customers, staff, job applicants and relevant others i.e. agency workers.
* Provide equality training, information and guidance to all staff and Customers as necessary
* Ensure that staff who are involved in the assessment process (prior to anyone accessing the service and for existing Customers) will be trained in non-discriminatory practice techniques.
* Ensure that adequate resources are made available to fulfill the objectives of the policy.
* Incorporate equal opportunities notices into general communication practices i.e. newsletters, Customer handbooks, Customer forums etc.

***Monitoring and Reviewing the Policy***

My Support and Care Services Ltd will establish appropriate information and monitoring systems to assist the effective implementation of our equal opportunities policy.

The effectiveness of this policy will reviewed on a regular basis, at least annually and in accordance to any relevant legislation.

***Complaints***

Customer who believes that they have suffered any form of discrimination, harassment or victimisation are entitled to raise the matter with the service manager, or directors of My Support and Care Services Ltd by referring to the *‘Complaints’* policy. All complaints of discrimination will be dealt with seriously, promptly and confidentially.

***N.B***

Discrimination against Customers by a member of staff, on any of the above grounds will be deemed to be abuse and My Support and Care Services Ltd will take action under the policy ‘*Prevention of Abuse’.*