



Equality & Diversity Policy



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Definitions

What is discrimination to us?

Discrimination is when a person is prevented from taking part in something based on a particular characteristic they have. For example, if a person of a different race was made unwelcome at or in an organisation because of their race, this would be discrimination.

What is Equality to us?

Equality is providing every individual equally, with the same rights, status and opportunity. These include: age, gender, race and ethnicity, sexuality, ability, socio-economic status or religion. For example, giving both males and females the same opportunity to interview for a job or access a service, this would be equality.

What is Diversity to us?

Diversity is the understanding that each individual is unique, and recognizing our individual differences. These can be ranging from; race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political beliefs, or other ideologies.

What is Inclusion to us?

Inclusion is a separate concept from diversity. Inclusion is defined as a work environment in which all individuals are treated fairly and respectfully, have equal access to opportunities and resources, and can contribute fully to the organization's success.



Aims

Coach4U Ltd recognising there are groups and individuals that are particularly, but not exclusively, likely to experience discrimination or harrassment against them. This policy and all its contents are set and agreed by the company and it's members to show our commitment to ensuring we meet the criteria set out by law and that we are inclusive, diverse and display equality and accessibility to all, without discrimination.

Our Equality and Diversity Policy sets out how we, as a company along with those under our name, including those receiving our services are committed to treating all people equally and with respect. We aim to create a safe and welcoming atmosphere for everyone by challenging all forms of oppression based on their age, ability, gender, sexual orientation, nationality, class, learning ability, mental illness, wealth, occupational, pregnancy, race or ethnicity, religion or belief.

Our Commitment...

We aim to design our activities, services and decision making processes to encourage and support participation from people who face disadvantage in society, including women and girls, learning disabilities and people on low incomes.”

Equality

- To eliminate discrimination, harassment, victimisation and any other conduct prohibited by the Equality Act 2010.
- Advance equality of opportunity and foster good relations between people who share a protected characteristic and people who do not share it.
- We do not tolerate discrimination based on race, colour, nationality, citizenship or where you are from in the world.
- We will not discriminate against people with a disability, people with mental health issues, or people who see the world differently because of their condition.
- We work to make sure that no-one experiences less favourable treatment or discrimination and to ensure that everyone is treated fairly and respectfully.
- We commit to our duties under the Equality Act to uphold the rights of all people in our community, especially in rejecting hate speech, racist language and acts.
- We commit to our duties under the Equality Act to uphold the rights of LGBT+ people in our community, especially tackling homophobic, biphobic and transphobic bullying and language.

Diversity

- We recognise that people have different needs, and we understand that treating people fairly does not always mean treating them the same.
- We recognise that some individuals need extra support and we will help them to achieve and be successful.

Inclusive

- We ensure that people from different groups are consulted and are involved in our decisions, including but not exclusively, our employees and our client base.
- We make sure that our company environment is a safe and secure place for both staff and clients alike.
- We commit to our duties under the Equality Act to uphold the rights of anyone with a disability. We recognise that disability can be visible or hidden and we will include all members of our community.

Code of Conduct

Staff

As a staff member working under Coach4u Ltd the staff have agreed to abide by the following codes of conduct and practice in regards to equality and diversity:

- ❑ All individuals are provided the access and opportunity to access learning, development and to excel irrelevant of any disability, language barrier or beliefs.
- ❑ Understand that each child is different and should be treated depending on their individual needs, while ensuring fairness and equality is met.
- ❑ Encourage relationships based on integration, respect and understanding of the needs of others.
- ❑ Ensure fair and equal treatment to both, all staff and clients regardless of age, gender, race and ethnicity, sexuality, physical or learning ability, socio-economic status or religion.
- ❑ Never engage in, or tolerate including the reporting of, offensive, insulting or abusive language or behaviour.

Clients

As a client of, and receiving services from Coach4u Ltd, it is understood that the following code of conduct as part of our equality and diversity policy must be followed:

- ❑ Respect all staff and other individuals taking part in our programmes, especially their learning and development needs.
- ❑ Report issues if there are any feelings of discrimination, exclusion or inaccessibility using our reporting procedure.
- ❑ Never engage in, or tolerate including the reporting of, offensive, insulting or abusive language or behaviour.
- ❑ Ensure fair and equal treatment to both, all staff and other clients regardless of age, gender, race and ethnicity, sexuality, physical or learning ability, socio-economic status or religion.

Our code of conduct is available to all members of staff, clients and the general public through our website, social media, and email via written request. All staff will be presented during inductions and upon updated versions, while clients will also be emailed copies upon becoming a company client.

Reporting Procedure

If any individual within our organisation, staff or client feels subjected to harassment, exclusion or discriminatory behaviour you should report this and you have the right to report this with our commitment to deal with any issues reported seriously and thoroughly with due sensitivity.

For reporting issues, please follow the steps below:

Staff	Clients
<p>Step 1 - Report to Line Manager Talk to your line manager are comfortable. If the issue is with the line manager then proceed to report the issue to the managing director. If you are not happy with the way the issue has been dealt with, the issue can be taken to the next step.</p>	<p>Step 1 - Report to a member of staff Talk to a staff member you are comfortable discussing your issue with informally. If the issue is with a staff member then proceed to report the issue to welfare officer. If you are not happy with the way the issue has been dealt with, the issue can be taken to the next step.</p>
<p>Step 2 - Report to Managing Director Contact the head of the company (Dan Martin) to discuss and deal with the issue formally. In the case that the issue has been with the managing director, then the issue is taken to external organisations.</p>	<p>Step 2 - Report to Welfare officer Contact the welfare officer (Dan Martin) to discuss and deal with the issue formally. If the issue you have is with the welfare officer then the issue is to move to the final step within the company.</p>
<p>Step 3 - External Organisations If you have been unsatisfied and unable to deal with the issue within the company, complaints are to be directed to the Equality and Human Rights Commission.</p>	<p>Step 3 - Report to Managing Director Contact the head of the company (Dan Martin) to discuss and deal with the issue formally. In the case that the issue has been with the managing director, then the issue is taken to external organisations.</p>
	<p>Step 4 - External Organisations If you have been unsatisfied and unable to deal with the issue within the company, complaints are to be directed to the Equality and Human Rights Commission.</p>

All issues reports to any of the steps above will be investigated seriously and thoroughly.

Disciplinary Procedure

Once we receive any form of complaint, the issue will follow the chain of command above using the following procedure:

- ❑ **Information gathered** - All information taken from the complainant and all information formally written up on a company complaint form.
- ❑ **Investigation** - Investigation officially launched into the issue brought up, with all the evidence and the facts gathered from all those involved.
- ❑ **Protection** - Any individuals at the centre of the complaint removed from action until the investigation has been completed.
- ❑ **Conclusion** - An outcome to the investigation and a close to the case, with disciplinary action if required.

If it is found that our company code of conduct has been broken, disciplinary procedures will come into place to safeguard ourselves and those within our organisation. As part of our disciplinary procedures, the following outcomes can be taken:

- ❑ Informal meeting with Coach4U senior management
- ❑ Formal meeting with Coach4U senior management and verbal warning delivered
- ❑ Written warning and conduct monitored by senior management
- ❑ Required to leave / be sacked by Coach4U Ltd

All disciplinary outcomes can be contested in writing within 14 days of the outcome being produced and the individual notified of the outcome. Failure to provide this in writing within 14 days will result in the protest not being considered.

Policy Review

We are committed to constantly improving ourselves and updating our policies to keep in line with the most recent laws and changing with society's demands and therefore this policy will be reviewed every 2 years.

Signed: (Director of Coach4U Ltd) The Employer	Date:
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