

Equality and Diversity Policy

We aim to create a caring and welcoming practice for patients, where care is provided in partnership and without prejudice or discrimination. We also aim to provide a supportive and inclusive working environment where our staff can reach their full potential.

We are committed to a culture where respect and understanding is fostered and the diversity of people's backgrounds and circumstances is positively valued. This policy helps us to achieve this vision.

The non-discrimination rights of our patients and our staff are protected by anti-discrimination legislation including the Equality Act 2010, Part-time Workers (Prevention of Less Favourable Treatment) Regulations 2000, and the Employment Rights Act 1996

By adopting this policy, we undertake to ensure that discrimination does not take place and that everyone is treated fairly and equally. We aim to remove any potential discrimination in the way that we care for people with protected characteristics; we will not treat someone less favourably because of their age, a disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

What we will do

We will ensure this policy reflects current legal requirements (and keep it updated) and check our performance against it.

We develop and support equality and diversity measures by:

- Providing patient information in a variety of languages, where possible, and if required
- Having translation services available for patients who need this
- Taking all reasonable steps to ensure that our services that are accessible to patients with disabilities
- Ensuring that care of individuals is planned with their specific needs at the centre
- Tackling oral health inequalities through positive promotion and care
- Responding positively to the diverse needs and experiences of our patients and the community even when those needs are challenging to deal with
- Ensuring that we join up with services involved with the care of patients with medical and social care needs.

We will monitor the effectiveness of this policy and its impact on other relevant policies and practices.

We take any allegation of discrimination or harassment seriously and deal with it as a matter of priority. We will listen to complaints sympathetically and make an accurate record, and will follow our complaints policy or grievance procedure as appropriate, and investigate the matter fully. We will keep you informed of our progress and of the outcome. We will treat all allegations confidentially but investigation and subsequent action may require the involvement of others, including asking the offender to give their version of the events.

If an employee is found to have breached this policy, they may be liable to disciplinary action.¹
Persistent or blatant discrimination or harassment could lead to dismissal.

If you believe that you have experienced discrimination or harassment

Discrimination

You should first raise the matter with Donna Campbell - Complaints Manager. If the matter cannot be resolved informally, you should submit your complaint in writing to Donna Campbell - Complaints Manager

Harassment

You should let the offender know how you feel about their behaviour and ask them to stop – speak to them directly or put your concerns in writing. You should keep a record of the incidents and report them as soon as possible to Donna Campbell - Complaints Manager. If the incident involves Donna Campbell then you should report the matter to Richard Cure - Practice Owner

If you feel that we have not resolved your complaint, information on how you can appeal or take your complaint further is available in our complaints procedure (for patients) or our grievance policy (for employees).

Date: June 9th 2018

Reviewed date: June 2025

Review date: June 2026