

Please contact the DCFL Manager on 01442 251930. You can also contact one of our Safeguarding Officers on our dedicated Safeguarding number and speak with Linda Nateghi or John Dilks

The Complaints Procedure is available from the DCFL office or downloadable from <https://herts-community-learning.uk/policies>.

Complaints Procedure

We have a documented and robust complaints procedure which is contained in the leaflet, available in all venues, *“PLEASE TELL US WHAT’S WRONG”*



Welcoming Diversity Policy



For more information or a question about this policy contact DCFL on 01442 251930 or email policy@dcfl.org.uk



DCFL is a trading name of Hertfordshire Community Learning
Charity Registration: 1164867

April 2017

Introduction

We welcome and value the rich diversity, skills and abilities, and creative potential that men and women from different backgrounds bring to the learning environment. We are committed, in both policy and practice, to removing the bias, prejudice and discrimination that so often accompanies stereotyping.

Policy

We value the individual contribution of all people, irrespective of sex, age, marital status, disability, sexuality, race, religion, ethnic or national origin. As such we are committed to operating from offices and training establishments which adopt these principles and endeavour to reflect the diverse community at large.

We will treat everyone at all times and in all respects, be they employees, associates, learners or volunteers, with dignity and respect. We will provide an environment free from unlawful discrimination, victimisation or harassment. Any and all opportunities, be they employment, learning, promotion, teaching or volunteer helpers will be available to all.

We will not tolerate acts which breach this policy and all instances, or alleged instances, of such behaviour will be properly investigated and appropriate action, if necessary, will be taken.

We will review our literature, website, and recruitment documents (for paid staff and volunteers) on an annual basis to ensure compliance with equal opportunities legislation.

Learning Facilities

If we have sufficient notice we will endeavour to arrange to provide help and information on:

- information on audio tape, in other languages, in Braille or large print
- specialist software
- adaptive equipment
- an interpreter, reader or signer
- a learning assistant or helper

Discrimination

Unfair (and often illegal) discrimination arises from people's prejudices, misconceptions and stereotyping. It can be direct, indirect, intentional or unintentional.

- **Direct Discrimination**
This occurs when a person is treated less favourably than others, as a direct result of their sex, race, religion etc., in circumstances which are not

materially different.

- **Indirect Discrimination**
This occurs when an unjustifiable condition/policy/requirement is imposed which applies to all, but which fewer people of a particular sex, race, religion etc., can comply.
- **Harassment/Victimisation**
Usually arising from the sex, race or disability of an individual, is any form of behaviour that is unwanted, un-welcomed and un-reciprocated by the recipient, irrespective of the intentions of the perpetrator. It may take the form of jokes, comments, ridicule, physical contact, verbal or non-verbal. Such behaviour may be an isolated incident or persistent. What matters is how it feels to the individual.
- **Bullying**
Bullying is more than a strong, firm or authoritarian style; it is destructive rather than constructive. It is criticism of the individual rather than the issue, it often publicly humiliates and results in the individual feeling threatened or compromised.

The Law

The main laws that apply are:

- The Sex Discrimination Acts 1975 & 1986 (and as amended)
- The Equal Pay Act 1976 (and as amended)
- The Sex Discrimination (Gender Re-assignment) Regulations 1999
- The Race Relations Act 1976 (as amended 2000 and 2003)
- The provisions of the European Union's Article 13
- The Disability Discrimination Act 1995 (as amended 2004)
- The Protection from Harassment Act 1997
- The Criminal Justice and Public Order Act 1994
- The Employment Equality (Sexual Orientation) Regulations 2003
- The Employment Equality (Religion or Belief) Regulations 2003

Failure to comply with the law could lead to prosecution.

What to do about incidents

Everyone has the right to an environment that is free from such behaviour. If you experience, or see any such instances they **must** be brought to our immediate attention, when we will ensure that any allegations are investigated confidentially and expeditiously.

Making a complaint is a serious matter and will be treated seriously, but do not be put off because you do not want to be seen to be 'making a fuss'. You have a duty to others to raise the issue so that any appropriate action may be taken.