



Equality, Diversity, Inclusion and Belonging Policy

At The Listening Ear, I want every client to feel safe, respected and able to be themselves. I am committed to equality, diversity, inclusion and belonging in all areas of my counselling work. This means valuing each person's identity, recognising individual needs, and creating a therapeutic space where difference is welcomed and respected.

This policy is informed by the Equality Act 2010, the EHRC Code of Practice for Services (2026), and the BACP Ethical Framework (2018). I will transition to the updated 2026 Ethical Framework when it becomes mandatory.

My Commitment to You

I will:

- Treat all clients with fairness, dignity and respect.
- Provide equal access to counselling and make reasonable adjustments where needed.
- Offer online sessions when travel, health, disability or accessibility make in-person work difficult.
- Recognise that online sessions may not suit everyone and explore alternatives together.
- Provide information in accessible formats (such as large print or plain-language versions) if requested.
- Respect and value all identities, including cultural, religious, gendered, neurodivergent and social backgrounds.
- Practise with equity, understanding that different clients may need different kinds of support to feel safe and included.
- Continue learning about cultural humility, power, privilege and anti-oppressive practice.
- Review my practice regularly to ensure it remains inclusive, accessible and welcoming.

Your Rights

You are protected from discrimination under the Equality Act 2010. This includes the nine protected characteristics:



Age, Disability, Gender reassignment, Marriage and civil partnership, Pregnancy and maternity, Race, Religion or belief, Sex, Sexual orientation.

I am committed to upholding these protections in all aspects of my work.

Accessibility

I aim to make my service accessible to as many people as possible. This includes:

- Adjusting the way we work to meet your needs.
- Offering remote sessions when physical access is limited.
- Being mindful of digital exclusion and discussing alternatives if online work is not suitable.
- Providing information in formats that support your comfort and understanding.

Concerns or Complaints

If you ever feel excluded, discriminated against or uncomfortable in relation to this policy, please tell me. I will listen carefully, respond respectfully, and follow my complaints procedure. Raising a concern will never affect your access to counselling.

If you have any questions about this policy, you can speak to me or email nic@thelistening-ear.co.uk.