



## Equality and Diversity Policy

### 1. Policy Statement

The Listening Ear is committed to promoting equality, diversity and inclusion in all aspects of its counselling service. I aim to provide a safe, respectful and non-discriminatory environment for all clients, regardless of their background, identity or circumstances.

### 2. Legal Framework

This policy is guided by the Equality Act 2010, which protects individuals from discrimination based on the following protected characteristics;

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

### 3. Scope

This policy applies to all interactions with clients and external partners. It covers;

- Access to counselling services
- Communication and engagement
- Confidentiality and data protection
- Physical and digital accessibility

#### 4. My Commitments

I commit to:

- Providing equal access to counselling services.
- Making reasonable adjustments for clients with disabilities or additional needs.
- Offering remote sessions where physical access is limited.
- Respecting and valuing individual differences, including cultural, religious, and social backgrounds.
- Creating a welcoming and inclusive therapeutic environment.
- Reviewing my practice regularly to ensure inclusivity.
- Educating myself on issues of power, privilege, and oppression in therapeutic relationships.

#### 5. Responsibilities

I am responsible for:

- Conducting myself in a manner that supports equality and inclusion.
- Challenging discriminatory behaviour or language.
- Maintaining confidentiality in line with the UK GDPR and Data Protection Act 2018.
- Engaging in ongoing professional development related to diversity and inclusion.

#### 6. Complaints and Concerns

Clients who feel they have experienced discrimination or exclusion are encouraged to raise their concerns. I will respond promptly, respectfully and in line with my complaints procedure.

If you have any concerns or specific queries regarding this policy please speak to or email me on [nic@thelistening-ear.co.uk](mailto:nic@thelistening-ear.co.uk)