*Equality and Diversity Policy*

*31/03/24*

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Policy Aims

For Anele Health and Beauty, a UK-based organisation, the aims of an equality and diversity policy could be condensed into three key objectives:

1. Promoting Inclusivity and Equal Opportunities: Anele Health and Beauty is committed to ensuring equal access to opportunities for all employees and clients, irrespective of their race, gender, age, disability, sexual orientation, or religion. This aim focuses on creating an environment where diversity is celebrated, and every individual is valued for their unique contributions.
2. Preventing Discrimination and Harassment: The company diligently works to eliminate any form of discrimination or harassment within its workplace. This includes implementing effective measures to address any incidents of unfair treatment and fostering a culture of respect and dignity for all.
3. Enhancing Awareness and Compliance: Anele Health and Beauty prioritises ongoing education and awareness programs to deepen understanding of diversity and equality issues. This aligns with ensuring compliance with UK legislation on equality, and involves regular policy reviews to adapt to evolving legal and social landscapes.

# **Why Equality and Diversity Matters**

*Introduction:*

Anele Health and Beauty Clinic is committed to promoting equality and embracing diversity in all aspects of its operations and services. This policy is designed in alignment with best practice guidance, in the UK, ensuring that we provide inclusive and equitable care and employment practices.

*Policy Aims:*

1. **Promotion of Inclusivity and Equal Opportunities:** We strive to create a welcoming environment for all clients and staff, irrespective of race, gender, age, disability, sexual orientation, or religion. This aim involves ensuring equal access to services and employment opportunities, respecting individual needs and preferences.
2. **Prevention of Discrimination and Harassment:** Anele Health and Beauty Clinic is dedicated to providing a safe and respectful environment. We have zero tolerance for any form of discrimination, bullying, or harassment.
3. **Enhancing Awareness and Compliance:** We commit to regular training and awareness programs for our staff to foster an understanding of equality and diversity issues. Compliance with UK legislation and CQC standards is paramount, and we regularly review our policies to reflect current best practices.

*Implementation Strategies:*

1. **Training and Development:** All staff will undergo regular training sessions on equality and diversity, focusing on cultural competency, anti-discrimination practices, and legal compliance. This training will be integrated into the induction process for new staff and included in ongoing professional development.
2. **Equal Opportunities in Employment:** Our recruitment, promotion, and development practices will be rigorously fair and transparent, ensuring no bias based on protected characteristics. We will actively seek to diversify our workforce to reflect the community we serve.
3. **Client-Centered Care:** Services will be tailored to meet the diverse needs of our clients, respecting their individuality and ensuring equitable access. We will regularly seek feedback from clients and communities to improve our services.
4. **Accessibility:** We will ensure that our facilities are accessible to all, including those with disabilities. This includes physical accessibility as well as offering materials in different formats (e.g., large print, Braille, and multiple languages).
5. **Complaints and Feedback Mechanism:** A clear and accessible process for raising concerns or complaints about discrimination or unfair treatment will be established. We will treat all complaints seriously and confidentially, with prompt and appropriate action.
6. **Monitoring and Review:** The effectiveness of our equality and diversity policy will be regularly monitored and reviewed. This will involve analysing workforce and client data to identify areas for improvement and ensuring that our practices remain in line with CQC standards and legal requirements.

**What this means in Practice:**

* will ensure that all visitors are treated with dignity and respect
* will promote equality of opportunity between men and women
* will not tolerate any discrimination against, or harassment of, any visitor for reason of age, sex, marital status, pregnancy, race, ethnicity, disability, sexual orientation, religion or belief
* will provide the same treatment and services to any visitor irrespective of age, sex, marital status, pregnancy, race, ethnicity, disability, sexual orientation, religion or belief

This Policy applies to all who enter the clinic, including the general public, patients and their families, visitors and contractors.

### ****Procedure****

If you feel discriminated against:

* You should bring the matter to the attention of the Registered Manager.
* The Registered Manager will investigate the matter thoroughly and confidentially within 5 working days.
* The Registered Manager will establish the facts, and decide whether discrimination has taken place and advise you of the outcome of the investigation within 10 working days.

If you are not satisfied with the outcome, you should raise a formal complaint through the Practice’s Complaints Procedure

Elena Caraman

**Director**

March 2024