
DIGNITY FOR ALL

ST JOHN'S CENTRE EQUALITY AND DIVERSITY POLICY

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POLICY STATEMENT

This policy applies to paid staff, volunteers and Centre users (both groups and individuals).

St John's Centre recognises that discrimination, harassment and victimisation are unacceptable. It is the aim of the Centre to ensure that no individual receives less favourable facilities or treatment (either directly or indirectly) on grounds of:-

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation.

(these are the nine **protected characteristics** of the Equality Act 2010).

Bullying behaviour can be part of harassment, and is unwanted behaviour that will not be tolerated.

This policy is fully supported by the Board of Directors. It will be monitored and reviewed annually.

This policy and the associated arrangements shall operate in accordance with requirements by law. In addition, full account will be taken of any guidance or Codes of Practice issued by the Equality and Human Rights Commission and any relevant Government Department.

Discrimination, harassment, victimisation and bullying: What's the difference?

Discrimination

The law which says you mustn't be discriminated against is called the **Equality Act 2010**. Discrimination which is against the Equality Act is unlawful.

There are four main types of discrimination:

- Direct discrimination
- Indirect discrimination
- Harassment
- Victimisation.

Direct Discrimination

Direct discrimination occurs where someone is treated less favourably directly because of:

- a protected characteristic they possess – this is ordinary direct discrimination;
- a protected characteristic of someone they are associated with, such as a friend, family member or colleague – this is direct discrimination by association;
- a protected characteristic they are thought to have, regardless of whether this perception by others is actually correct or not – this is direct discrimination by perception.

Indirect Discrimination

This type of discrimination is usually less obvious than direct discrimination and can often be unintended. Can occur where there is a policy, practice, procedure or workplace rule which applies to all workers, but particularly disadvantages people of a particular race. For example, a requirement for all job applicants to have GCSE Maths and English would discriminate against potential candidates educated in countries which don't have GCSEs, unless the employer accepted equivalent qualifications.

In the Equality Act 2010, victimisation and harassment have quite specific meanings - while 'bullying' doesn't feature as a legal term at all.

Harassment

Harassment may include bullying behaviour, and it refers to bad treatment that is related to a protected characteristic.

More specifically, the law defines it as 'unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual.'

It can include behaviour that individuals find offensive even if it's not directed at them, and even if they do not have the relevant protected characteristics themselves.

Victimisation

Victimisation broadly refers to bad treatment directed towards someone who has made or is believed to have made or supported a complaint under the Equality Act.

It includes situations where a complaint has not yet been made but someone is victimised because it is suspected they might make one.

If an individual gives false evidence or makes an allegation in bad faith, then they are not protected from victimisation under the Act.

Bullying

Bullying can be defined as offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power that undermines, humiliates, denigrates or injures the recipient (emotionally or physically) - but it doesn't have a legal definition in the Equality Act. In fact bullying behaviour is very similar to harassment, but it is not related to a protected characteristic.

OUR COMMITMENT

St. John's Centre seeks to develop an environment that:

- promotes equality in all aspects of our work.
- creates an environment in which individual differences and the contributions of all our staff, volunteers and users are recognised and valued.
- will not discriminate against any person who uses, or wishes to use, our premises or services.
- supports individuals facing, or challenging unacceptable behaviour and gives them the confidence to confront this behaviour without fear of ridicule or reprisal.
- deals with reports of discrimination, victimisation, harassment or bullying that breach this policy as misconduct, which could lead to following the Complaints and Grievance Policy procedure or to disciplinary proceedings.

RESPONSIBILITIES

It is everyone's responsibility to challenge all forms of harassment and bullying and it is everyone's responsibility to protect the right of individuals to be treated with respect and dignity.

Responsibilities of Staff & Volunteers

Responsibility for ensuring that there is no unlawful discrimination, harassment, victimisation or bullying rests with all staff and volunteers. Their attitudes are crucial to the successful operation of this policy and creating an environment in which dignity is actively promoted. In particular, all members of staff and volunteers should:

- maintain an environment that is free from all forms of harassment, victimisation and bullying, and maintains the rights of individuals to be treated with dignity and fairness.
- not discriminate in their day to day activities or induce others to do so on the grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation (the protected characteristics).
- not victimise, harass or intimidate other staff or anyone using the centre who have, or are perceived to have one of the protected characteristics.
- ensure no individual is discriminated against or harassed because of their association with another individual who has a protected characteristic.
- inform the Manager if they become aware of any discriminatory practice.

Responsibilities of the Board of Directors and the Manager

Responsibility for ensuring the effective implementation and operation of the arrangements will rest with the Board of Directors. The Manager will ensure that the staff and volunteers operate within this policy and arrangements, and that all reasonable and practical steps are taken to avoid discrimination.

It is their responsibility to make sure:

- staff, volunteers and those using the centre are truly representative of all sections of our community, and that all feel respected and able to give of their best.
- selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability. All employees and volunteers will be helped and encouraged to develop their full potential.
- staff, volunteers and those using the centre, understand the policy and the principles behind it.
- to use the policy, along with the Complaints and Grievance Policy, to deal with any complaint of harassment or bullying brought to their attention
- if possible, to resolve any problem informally.
- complaints are resolved as swiftly and confidentially as possible with the least disruption and the complainant and respondent have access to support before, during and after complaints are investigated
- they lead by example by their own positive behaviour, and they are sensitive to how others might perceive their behaviour
- even if there is no complaint that there is compliance e.g. remove a display of offensive material
- a mechanism for monitoring and reporting on the number of cases raised under the policy and the final outcomes is set up. It is recommended that reports are produced on an annual or bi-annual basis and the policy is reviewed annually

Other Centre Users & Third Parties

Third-party harassment occurs where a Centre employee or volunteer is harassed or victimised, because of a protected characteristic, by someone using the centre who St. John's Centre has no authority over (the third party). St. John's Centre will not tolerate such actions. Any person concerned should inform the Manager at once about what has occurred. St John's Centre will fully investigate and take all reasonable steps to ensure such discrimination, harassment or bullying does not happen again.

RELATED POLICIES AND ARRANGEMENTS

- St. John's Centre Complaints Policy
- St. John's Centre Grievance Procedure
- St. John's Centre Disciplinary Procedure
- Equality Act 2010

DIGNITY FOR ALL - EQUALITY AND DIVERSITY TRAINING

- Equality and diversity information will be included in induction programmes for all staff, including volunteers.
- Training will be provided for staff on this policy and the associated arrangements.
- All staff who have involvement in the recruitment and selection process will receive specialist training.

MONITORING

- The Centre deems it appropriate to state its intention not to discriminate and assumes that this will be translated into practice consistently across the organisation as a whole. Our monitoring systems will be used to measure the effectiveness of the policy.
- Our monitoring system will involve the routine collection and analysis of relevant information on employees and anyone using St. John's Centre.
- We will maintain information on staff who have been involved in certain key policies: Disciplinary, Grievance and Bullying & Harassment.
- Where appropriate equality and diversity impact assessments will be carried out to ascertain the effect of our policies, services and future plans on those who experience them.
- If monitoring shows that direct or indirect discrimination may be affecting St. John's Centre staff and users, then an action plan will be developed to address these issues.

COMPLAINTS/GRIEVANCES/DISCIPLINARY PROCEDURE

Employees have a right to pursue a complaint or grievance concerning discrimination or victimisation via St. John's St. John's Centre **Complaints Policy** or St. John's Centre **Grievance Procedure**.

Discrimination and victimisation by staff will be treated as disciplinary offences and they will be dealt with under St. John's Centre **Disciplinary Procedure**.

Volunteers, and anyone using St. John's Centre who feel that they have been a victim of discrimination or victimisation should make use of St. John's Centre **Complaints Policy** to resolve issues.

PROTECTED CHARACTERISTICS

The following pages further explain each protected characteristic and if there is anything St. John's Centre will do relating to a specific characteristic.

DISABILITY

Under the Equality Act 2010 a person is disabled if they have a physical or mental impairment which has a substantially adverse and long-term effect on their ability to carry out normal day-to-day activities.

In the workplace such activities are taken to include things like using a telephone or computer, interacting with colleagues, following instructions, driving and carrying everyday objects.

The Equality Act 2010 provides disabled people with protection from discrimination in a range of areas, including employment.

Example

Sonali is refused a place at her local playgroup because the management committee knows that her younger brother has cerebral palsy. They operate a policy of automatically offering places to siblings and they are concerned that looking after her brother would take too much time. This is direct discrimination against Sonali because of her association with her brother.

Example

Kelly has a severe facial disfigurement. She wishes to attend a day care centre but is told by the manager that she cannot because she will make others feel uncomfortable. This is direct discrimination because of disability.

Under the terms of this policy, St. John's Centre will:

- make reasonable adjustment to maintain the services of an employee who becomes disabled, for example, training, provision of special equipment, reduced working hours.
(NB: managers are expected to seek advice on the availability of advice and guidance from external agencies to maintain disabled people in employment);
- include disabled people in training/development programmes;
- give full and proper consideration to disabled people who apply for jobs, having regard to making reasonable adjustments for their particular aptitudes and abilities to allow them to be able to do the job.

AGE

Under the Equality Act 2010 it is unlawful because of age to:

- discriminate directly against anyone – that is, to treat them less favourably than others because of their actual or perceived age, or because they associate with someone of a particular age unless it can be objectively justified.
- discriminate indirectly against anyone – that is, to apply a criterion, provision or practice which disadvantages people of a particular age unless it can be objectively justified.
- subject someone to harassment related to age.
- victimise someone because they have made or intend to make a complaint or allegation or have given or intend to give evidence in relation to a complaint of discrimination because of age.
- discriminate against someone, in certain circumstances, after the working relationship has ended, unless objectively justified.
- compulsorily retire an employee unless it can be objectively justified.

Example

Whilst being interviewed, a job applicant says that she took her professional qualification thirty years ago. Although she has all the skills and competences required of the job holder, the organisation decides not to offer her the job because of her age. This is direct discrimination.

Under the terms of this policy, St. John's Centre will:

- base decisions about recruitment on the skills required to do the job and avoid stereotyping people because of their age.
- hold workplace discussions with employees who may be considering retirement. Since 2011 the default retirement age was phased out by the government. Employees no longer have to retire at 65 years old. St. John's will agree a retirement age on an individual basis.

GENDER REASSIGNMENT

The protected characteristic of gender reassignment currently has a specific meaning under the Equality Act 2010:

- it covers someone who proposes to go through, is going through or has gone through a process, or part of a process, to change his or her gender from man to woman or woman to man. A person making this change is described in the Act as a 'transsexual' person
- gender reassignment does not have to involve any medical supervision. For example, a person who chooses to reassign his or her gender and lives permanently as the opposite sex without having any hormonal or surgical therapy is protected
- genders outside of man (which includes woman transitioning to man) and woman (which includes man transitioning to woman) are not explicitly protected under UK law. They are the non-binary identities - for example, those who might identify as neither man nor woman. But there may be circumstances where someone with a non-binary identity could be protected under direct discrimination by perception.

The Equality Act does not require any minimum length of continuous employment, or any employment at all in the case of a job applicant, for a discrimination claim to be made. It makes discrimination unlawful at all stages - from when a role is advertised and interviewed for, through to the last day of employment and beyond, including any job references.

Example

Rianne, transitioning from man to woman, wants to continue in her job. However, her boss, Haru, says that until Rianne's transition is complete, she needs to move to the role of delivery manager on the same pay. Haru adds that it is in the interests of Rianne and the business that she temporarily has less contact with clients. Rianne replies that her job performance has not changed and she wants to stay in her current role. It is likely to be direct discrimination if the employer forces Rianne to change roles because of gender reassignment.

Example

Vihaan is the subject of rumours at work, but keeps silent about gender identity. Vihaan identifies as 'gender fluid'. Colleagues at the firm do not know Vihaan is gender fluid – instead, they think Vihaan is going through gender reassignment. Vihaan senses they feel uncomfortable, and notices being excluded from some office meetings, social gatherings and training opportunities. This is likely to be direct discrimination because Vihaan is perceived to be going through gender reassignment.

Under the terms of this policy, St. John's Centre will:

- not 'out' an employee, volunteer or applicant as trans as this could breach laws, such as the Human Rights Act 1998, giving rights to a private life.
- will not reveal without the person's permission, that they hold a gender recognition certificate or have applied for one.
- disclose a person's previous gender before they got a gender recognition certificate.
- talk to a trans employee or volunteer, who wishes to share some information, about:-
 - what they do and don't want their colleagues to know
 - who will be told, who will do the telling, where, when and how, and whether the employee or volunteer will be present
 - communication of any information to be shared is noted and recorded, and happens before the employee changes their appearance.

MARRIAGE & CIVIL PARTNERSHIP

The Equality Act 2010 protects employees from discrimination because of marriage and civil partnership.

Neither marriage nor civil partnership are defined in the Act, but the legislation is taken to broadly cover:

- people who are married in a legally-recognised union – either an opposite-sex or same-sex couple
- people in a civil partnership – a legally recognised and registered relationship between two people of the same sex only

The protected characteristic of marriage and civil partnership does not cover:

- people living together as a couple (also known as cohabiting) who are not married or registered civil partners
- individuals who are engaged to be married, who are intending to marry or enter into a civil partnership
- people whose civil partnership has been dissolved
- divorced people
- widows or widowers
- single people.

Discrimination against men because of their marriage or civil partnership is just as unlawful as discrimination against women because of their marriage or civil partnership. Also, it is no defence for the alleged discriminator to say they themselves are married or a civil partner, or that their actions were because of their religious or other beliefs.

Example

Russell and Abbie work together in a newsroom. On returning to work after their marriage, the editor has now become much more demanding of them and stricter than before they married, even though they are two of the best reporters. They also notice he is still fairly relaxed with the rest of the editorial team. They think the editor wants to send out a message that he's not going to 'go soft on them' now that they are married. This is likely to be discrimination against Russell and Abbie because they are married.

Example

Louise is a sales executive. Her civil partner is on maternity leave. In line with the law, Louise informed her employer she wished to take two consecutive weeks' paid paternity leave as soon as the baby was born - the same as a male colleague a few months ago after his wife gave birth.

However, her employer repeatedly stalled over her request, saying there was confusion because the company policy did not mention civil partnerships. She feels that the company's indecision meant she was denied her right to take the leave. This is likely to be discrimination because Louise is a civil partner. Alternatively, she could claim sexual orientation discrimination.

Under the terms of this policy, St. John's Centre will:

- avoid making assumptions about people because they are married or a civil partner.
- Use existing policies and procedures - Complaints Policy; Grievance Procedure and Disciplinary Procedure to deal with discrimination.

PREGNANCY & MATERNITY

The Equality Act 2010 makes it unlawful to discriminate against someone, or treat them unfairly, because of pregnancy or maternity.

Pregnancy and maternity is protected in a considerably different and stronger way than for most other protected characteristics. For most of the protected characteristics the protection is against '**less favourable**' treatment. For pregnancy and maternity, the protection is against **unfavourable** treatment.

This means an employee or job applicant must not be disadvantaged because of her pregnancy or maternity. And there is no need for her to compare her treatment to how someone else is treated. Treatment which impacts on an employee negatively because of her pregnancy or maternity may be discriminatory even though other staff are treated the same way.

Example

Lucy phones into work sick, saying she is not feeling well enough to come into the office that day. She explains to her manager, Caroline, that she is feeling very nauseous and very tired because of her pregnancy. However, Caroline thinks Lucy is over-stating her morning sickness and instructs her to come into work. This is likely to be unfavourable treatment because of pregnancy.

Under the terms of this policy, St. John's Centre will:

- make sure employees are not discriminated against because of their pregnancy or maternity.
- make sure employees are not subjected to comments and behaviour regarding their pregnancy or maternity which they find offensive.
- make sure policies and practices in the workplace don't put an employee at a disadvantage because of pregnancy or maternity leave.
- allow time off with pay for antenatal care made on the advice of a registered medical practitioner, which may include relaxation classes and parent-craft classes.
- allow expectant father or partner of a pregnant woman time off work to go to 2 antenatal appointments.
- be open minded and flexible with how the employee's work is carried out. This might involve greater flexibility to handle morning sickness, arranging temporary cover during maternity leave and considering flexible working arrangements on return to work.
- make sure, by risk assessment, that any risks to the health and safety of a new or expectant mother, or that of her baby will be removed, reduced or controlled.
- make sure a place is provided for a breastfeeding employee to rest (this can't be the toilet).
- offer up to 2 weeks paid paternity leave to the biological father of the child or the mother's husband or partner (including same sex relationships)
- make sure an employee who is an expectant father or partner of a pregnant woman has the right to take time off work to go to at least 2 antenatal appointments.
- Offer **Shared Parental Leave**, enabling eligible parents to choose how to share the care of their child during the first year of birth or adoption. To give parents more flexibility in considering how to best care for, and bond with, their child.
- Offer **Parental Leave** to employees to take time off work to look after a child's welfare, for each child up to their 18th birthday, (this is unpaid leave).

In addition to the Equality Act, other legislation giving pregnancy and maternity rights includes:

- Employment Rights Act 1996
- Maternity and Parental Leave Regulations 1999
- Statutory Maternity Pay (General) Regulations 1986

RACE

The protected characteristic of Race, may include different elements that often merge:

- race – an umbrella term for the other four aspects.
- colour – like 'race' it tends to overlap, particularly with the concepts of 'ethnic origin' and 'national origin'. Examples include black and white.
- ethnic origin – may include racial, religious and cultural factors which give a group of people a distinct social identity with a long and shared history. Examples include Sikhs, Jews, Romany Gypsies and Irish Travellers.
- national origin – birthplace, the geographical area and its history can be key factors. Examples include Welsh and English.
- nationality – usually the recognised state of which the employee is a citizen. In other words, what it says in their passport if they have one. For example, British citizen. For example, it would be unlawful for an employee to make racial slurs against Eastern European colleagues. Additionally, a racial group can be made up of two or more of these aspects, such as black Britons. Welsh, Scottish, Northern Irish/Irish and English are all recognised under this protected characteristic, as is British.

But the Race protected characteristic does not cover more local or regional distinctions. For example, an employee treated unfairly solely because they are a 'Southerner' with an Essex accent working in the north of England, is unlikely to succeed in claims of race discrimination.

Example

Amanda works in a shop specialising in Polish food. The shop is near her house in the Bristol neighbourhood she has lived in all her life. A few weeks into the job, the owner, Antoni, tells her that he doesn't have enough work for her so he must let her go. A week later, Amanda discovers that the owner has employed someone else. The new member of staff is Polish, as are the rest of the employees and the owner. Amanda feels that her employment was terminated because she is not Polish. This is potentially race discrimination.

Under the terms of this policy, St. John's Centre will deal with these types of discrimination through:-

- Staff and volunteer training
- Staff supervision and appraisal
- Existing policies and procedures - Complaints Policy; Grievance Procedure and Disciplinary Procedure

RELIGION OR BELIEF

The Equality Act 2010 protects employees from discrimination, harassment and victimisation because of religion or belief.

The law also protects employees or job applicants if they do not follow a certain religion or belief, or have no religion or belief at all.

In the Act, religion means any religion with a clear structure and belief system. Belief means any religious or philosophical belief. Denominations or sects within a religion can be considered a protected religion or religious belief. A belief must satisfy various criteria, including that it is a weighty and substantial aspect of human life and behaviour, worthy of respect in a democratic society and does not conflict with the fundamental rights of others.

Example

A member of staff is devout in her belief. She continually refers to her colleagues as "heathens" and warns them of the consequences they may suffer as a result of their lack of belief. Distressed by her intimidating behaviour, her colleagues complain to their manager that they are being harassed.

Example

A volunteer for a charity that runs a bring-and-buy sale in the local community hall tells Sanjeev, who is Sikh, that they don't serve Muslims because of concerns about Islamic extremists. Sanjeev explains that he is not Muslim, but the volunteer does not believe him and still refuses to serve him. This would be direct discrimination because of his perceived religion even though Sanjeev is not Muslim.

Under the terms of this policy, St. John's Centre will try to accommodate religious observance by making provision for:

- flexible working.
- negotiating time off for religious holidays, festivals or ceremonies.
- space to use as a prayer room.
- dietary requirements where appropriate, e.g., when providing food for training events or storing food for staff breaks.
- dress requirements.

SEX (gender)

The Equality Act 2010 protects both male and female employees from discrimination, harassment and victimisation because of sex (gender). For example, an employer must ensure its managers do not favour team members of a particular gender.

Sex discrimination does not include Sexual orientation discrimination which comes under its own protected characteristic.

Example

Victoria starts a new job on production lines packing biscuits. As part of her induction, she was supposed to be trained on monitoring the mechanics of the lines. Her boss, Dave, decides she need not do the mechanics training as he says men are better at checking machinery and that there are plenty of men on the lines already trained to do it.

Victoria is unhappy about the negativity towards her. She wants to be trained, feeling it would help her overall job confidence. Also, she is worried that not being trained puts her at a disadvantage and could hold her back if there was an opportunity to try for promotion. Denying Victoria the training because she is a woman is sex discrimination.

Example

Michelle is one of the bus drivers who work out of a small depot. All of the drivers were female until two male drivers were recruited recently. She regularly hears a couple of her female colleagues refer to the male drivers as 'fit', adding suggestive remarks which seem to make the men feel uncomfortable. Michelle isn't sure whether the men are offended. However, she views the language as sexist and unprofessional, and thinks it should stop.

She talks to manager Pavel, who says the men have not said anything to him about it – however, he adds that he finds the women's language unacceptable. Pavel talks to the women concerned and tells them their behaviour must stop. Also, he arranges equality awareness training for all staff.

Under the terms of this policy, St. John's Centre will:

- make sure employers, line managers and Board of Directors understand what sex discrimination is and how it can happen.
- make sure information is up to date on the rights and responsibilities by law

SEXUAL ORIENTATION

The Equality Act protects employees from discrimination, harassment and victimisation because of sexual orientation. It applies equally to bisexual, gay, heterosexual and lesbian orientations.

The Equality Act 2010 defines sexual orientation as:

- a person's sexual orientation towards persons of the same-sex (lesbians and gay men).
- a person's sexual orientation towards persons of the opposite sex (heterosexual).
- a person's sexual orientation towards persons of either sex (bisexual).

The law protects and applies equally to people who are discriminated against because they are:

- a lesbian, gay man, heterosexual or bisexual., (It does not specifically use these terms, but these are the most commonly used and accepted descriptions in everyday life for each of the protected sexual orientations).
- an employee associated with someone who is lesbian, gay, heterosexual or bisexual. For example, a friend or family member
- an employee who is perceived – correctly or incorrectly – to be lesbian, gay, heterosexual or bisexual
- subjected to comments and behaviour regarding sexual orientation which they find offensive.

Example

Steve, who goes to his local shop every day, is constantly subjected to homophobic abuse by Alan, who works behind the counter. Steve is not gay and has told Alan this, but Alan continues to abuse Steve. This is direct discrimination because of sexual orientation even though Steve is not gay.

Example

Katrine worked at a popular lesbian bar in the town where she lives. She was dismissed, but the manager refused to give a reason. When Katrine discovered that she had been replaced by a lesbian, and that the manager is a lesbian, she suspected she had been dismissed because she is heterosexual. She then made a claim to an employment tribunal.

Under the terms of this policy, St. John's Centre will deal with these types of discrimination through:-

- Staff and volunteer training
- Staff supervision and appraisal
- Existing policies and procedures - Complaints Policy; Grievance Procedure and Disciplinary Procedure.

FUTRTHET INFORMATION & SUPPORT

ACAS (Advisory, Conciliation and Arbitration Service)

ACAS provides information, advice, training, conciliation and other services for employers and employees to help prevent or resolve workplace problems. Keep up to date, visit www.acas.org.uk for:

- Employment relations and employment law guidance – free to view, download or share
- Tools and resources including free-to-download templates, forms and checklists
- An introduction to other Acas services including mediation, conciliation, training, arbitration and the Acas Early Conciliation service
- Research and discussion papers on the UK workplace and employment practices
- Details of Acas training courses, conferences and events.

The Acas helpline number is **0300 123 1100** available Monday to Friday 8am-6pm. You can get Helpline support in any language. Just tell the Helpline which language you prefer.

You can contact the Acas Helpline using Text Relay 18001 0300 123 1100. Your questions will be relayed to the helpline adviser who answers the call and a real-time conversation will take place.

Acas is committed to providing a Welsh Language Helpline service providing a call back from a Welsh Advisers between the hours of 12pm-4pm.

Equality Advisory Support Service

EASS assists individuals on issues relating to equality and human rights, across England, Scotland and Wales. They are unable to provide 'in depth help and support' but do cover areas that ACAS may not cover.

Visit <http://www.equalityadvisoryservice.com>

Freephone Telephone **0808 800 0082**.

Text phone 0808 800 0084

They also have live web chat, email and postal options (see 'contact us' page).

Equality & Human Rights Commission

The Equality & Human Rights commission is an independent statutory body with the responsibility to encourage equality and diversity, eliminate unlawful discrimination, and protect and promote the human rights of everyone in Britain.

Visit <https://www.equalityhumanrights.com/en> to find out what they do.

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