

EQUAL OPPORTUNITIES

Title: Equal Opportunities	Owner: The Spinney Surgery
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The practice actively promotes and supports the ethos and requirements of the equality act of 2010.

INTRODUCTION

The term 'visitor' used throughout refer to anyone (including our patients and their family members, other visitors and contractors) making use of the practice's premises and services (except employees whom the Equal Opportunities policy applies). This policy also applies to the above as well.

THE PRACTICE:

- Will ensure that all visitors are treated with dignity and respect
- Will promote equality of opportunities for all
- Will not tolerate any discrimination or perceived discrimination against or harassment of any visitor or staff on the grounds of age, sex, gender, marital status, pregnancy, race, ethnicity, disability, sexual orientation, religion or belief
- Will provide the same treatment and services (including the ability to register with the practice) to any visitor irrespective of age, sex, marital status, pregnancy, race, ethnicity, disability, sexual orientation, religion or belief.

PROCEDURE

If you feel an act of discrimination has occurred by the practice or visitors/patients against you:

- You should bring the matter to the attention of the Practice Manager
- The Practice Manager will investigate the matter thoroughly and confidentially within three working days
- The Practice Manager will establish the fact and decide whether discrimination has taken place and advise you of the outcome of the investigation within ten working days

If you are not satisfied with the outcome, you should raise a formal complaint through the Practice Grievance Procedure.

If you feel an act of discrimination has occurred against another member of practice staff:

- The practice will not tolerate any form of discrimination or harassment by any visitor. Anyone who expresses any form of discrimination or harassment may be asked to leave the practice premises and if they are a patient, may be taken off the practice list if the behaviour continues.