

# **EQUAL OPPORTUNITIES/ANTI-DISCRIMINATION (SERVICE PROVISION) POLICY**

## **INTRODUCTION**

The term 'visitor' used below refers to anyone (including patients and their family members, other visitors and contractors) making use of the Practice's premises and services (except employees for whom the Equal Opportunities/Anti-Discrimination (Employment) Policy applies).

The 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 (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

## **APPLICABILITY**

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

## **PROCEDURE**

1. Discrimination by the Practice against you

If you feel discriminated against:

- you should bring the matter to the attention of *the Practice Manager*
- *The Practice Manager* will investigate the matter thoroughly and confidentially within 14 working days
- *The Practice Manager* will establish the facts and decide whether discrimination has taken place and advise you of the outcome of the investigation within *14 working days*. *If the investigation has not been concluded within this timescale the Practice Manager will contact you and update you on the situation and advise you when matters are likely to be completed.*

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

## 2. Discrimination against the Practice's staff

The Practice will not tolerate any form of discrimination or harassment of our staff by any visitor. Any visitor who expresses any form of discrimination against, or harassment of, any member of our staff, will be required to leave the Practice's premises forthwith. If the visitor is a patient, he/she may be removed from the Practice's list if any such behaviour occurs on more than one occasion.

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