

Equality and Diversity Policy

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Ratified By	HR
Originator / Author	Gillian Bickley
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Target	Mastercall Healthcare Employees and Sessional workers

POLICY SUMMARY

Ensure equality and diversity within the organisation and show commitment to a culture of openness, fairness and transparency. All staff are responsible for maintaining s culture without discrimination. Any concerns or complaints about this must be raised with management and will be investigated in line with the disciplinary policy.

Related Mastercall Policies and Guidance

This policy must be supported by and read in conjunction with:

Recruitment & Selection Guidelines
Disciplinary & Grievance Procedures
Bullying and Harassment Policy

DOCUMENT HISTORY

Document Storage

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Location PDF-Mastercall Intranet

Change History

Version	Owner	Author	Change Summary	Document Date
1.0	SAS Daniels	SAS DANIELS	Final	April 2011
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1.2	Karen Nutt	SAS Daniels	Review – no change	September 2016
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Responsibility for distribution of this document

Human Resources

Distribution History

Version	Distributed By	Distributed To	Reason	Date
1.0	Jenny Abbott	All Employees	Updated Policy	April 2011
1.1	Jenny Abbott	All Employees	Reviewed Policy	April 2012
1.2	Karen Nutt	All Employees	Reviewed Policy & update	June/July 2014
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1.4	Abi Wall	All employees	Reviewed policy	April 2019
2.0	Gillian Bickley	All Employees	Reviewed policy	October 2021

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1. INTRODUCTION

Mastercall Healthcare is committed to supporting, promoting and developing equality and diversity in all of its services to promote a culture that is free from discrimination.

Mastercall values diversity and recognises that as an organisation the benefits from a wide range of backgrounds, cultures, views and beliefs helps to enhance our organisation further

2. OBJECTIVES

The aim of this policy is to ensure that all employees are treated fairly and with dignity and respect. This policy operates in accordance with the recruitment policy in respect of job applicants.

Mastercall Healthcare will ensure that its policies, procedures and practices comply with current legislation.

3. POLICY SCOPE

Mastercall Healthcare is an equal opportunity employer. Equal opportunity is about good employment practices and efficient use of our most valuable asset, our employees. Every manager and employee has personal responsibility for the implementation of this policy. Any instances of doubt about the application of the policy or any other questions should be addressed to your Line Manager, as should any request for special training.

Mastercall Healthcare does not discriminate because of sex, sexual orientation, marital status, age, race, religion or belief, ethnic origin, colour, nationality or disability.

The policy applies to the advertisement of jobs, recruitment and appointment of them, training, appraisals, promotion, conditions of work, pay and to every other aspect of employment.

You should note that the imposition of a condition or requirement which has an adverse impact on someone who, because of his or her sex, race or marital status is more likely to be affected by it, will also be unlawful unless it can be justified on the grounds of business need. In all such situations your Line Manager should be consulted.

4. ROLES AND RESPONSIBILITIES

It is the responsibility of everyone working for the Company to ensure that they play a part in eliminating discrimination. All employees, therefore, have a personal responsibility to ensure compliance with this policy. Failure to do so may result in disciplinary action being taken and in certain circumstances may lead to dismissal.

Employees who take part in discriminatory conduct may also be sued personally by the victim and in serious cases may face criminal charges.

Those involved in the recruitment, selection, training and promotion, have particular responsibility for the practical implementation of this policy.

5. ASSISTANCE FOR DISABLED EMPLOYEES

Employees who are disabled or become disabled in the course of their employment should inform their Line Manager.

They may also wish to advise the Company of any 'reasonable adjustments' to their employment or working conditions which they consider to be necessary or which they consider would assist them in the performance of their duties. Careful consideration will be given to any proposals of this nature and, where reasonable and reasonably practicable, such adjustments will be made.

There may be circumstances where it will not be reasonable or reasonably practicable for the Company to accommodate those proposals and where less favourable treatment may be justified in accordance with the Statutory Provisions.

6. MAKING A COMPLAINT

The Company operates a grievance procedure and encourages all employees to raise any grievance relating to their employment including any breach of this Equal Opportunities Policy in accordance with the grievance procedure.

The Company recognises that in some cases, the usual grievance procedure may not be suitable for bringing a complaint relating to a breach of the Equal Opportunities Policy. This may be because, for example :-

- a) Your complaint involves the person identified in the usual grievance procedure as the person to whom you should raise your grievance ; or
- b) You feel that you would like some impartial counselling or assistance ; or
- c) It is not possible or appropriate for either you or the Company to adhere to the time limit set out in the grievance procedure.

If the grievance procedure is not appropriate you should approach your Line Manager who will help you decide how to proceed.

If the matter relates to harassment related to age, disability, gender reassignment, race (including colour, nationality, ethnic or national origins), religion or belief, sex or sexual orientation, the matter should be raised in accordance with the Sexual Harassment Policy or the Bullying and Harassment Policy as appropriate.

Your complaint will be thoroughly investigated in line with the principles set out in the relevant procedure. If the investigation reveals that your complaint is valid, the disciplinary procedure will be implemented where appropriate to address the matter with a view to ensuring that it does not happen again.

You will be protected from any intimidation, victimisation or discrimination for bringing a complaint under this Policy or taking part in any investigation unless you have acted in bad faith or have made untrue statements. Any retaliation against an employee for bringing a complaint will be treated as a disciplinary matter.

7. MONITORING COMPLIANCE AND EFFECTIVENESS OF IMPLEMENTATION

For the purpose of monitoring the effectiveness of the Equal Opportunities Policy, employees and job applicants may be asked to give personal details relating to sex, race, ethnic origin and any disabilities.

This information will be reviewed by HR

8. ASSURANCE STATEMENT

Assurance

The Equality and Diversity Policy has been uploaded to the Intranet for all staff to access.

The word version is saved in; Departmental Drive, Policies and Procedures, Individual departmental folders'.

Purpose of policy

To ensure that staff comply with the laws and legislations Employment Rights Act 1996
Equality Act 2010

Which CQC Standards

How it impacts on patient care

9. EQUALITY IMPACT ASSESSMENT TOOL

To be completed and attached to any procedural document when submitted to the appropriate committee for consideration and approval.

		Yes / No	Comments
1.	Does the policy / guidance affect one group less or more favourably than another on the basis of:		
	• Race	No	
	• Ethnic origins (including gypsies and travellers)	No	
	• Nationality	No	
	• Gender	No	
	• Culture	No	
	• Religion or belief	No	
	• Sexual orientation including lesbian, gay and bisexual people	No	
	• Age	No	
2.	Is there any evidence that some groups are affected differently?	No	
3.	If you have identified potential discrimination, are any exceptions valid, legal and/or justifiable?		
4.	Is the impact of the policy / guidance likely to be negative?		
5.	If so can the impact be avoided?		
6.	What alternatives are there to achieving the policy / guidance without the impact?		
7.	Can we reduce the impact by taking different action?		

If you have identified a potential discriminatory impact of this procedural document, please refer it to the Policy Author, together with any suggestions as to the action required to avoid / reduce this impact. For advice in respect of answering the above questions, please contact the Policy Author.