MS-UK equal opportunities for service provision policy

Statement of equal opportunities

MS-UK is committed to achieving an environment where all people are made to feel welcome and valued. We take great care to treat each individual as a person in their own right, with equal rights and responsibilities as any other individual. We will challenge discrimination and promote positive attitudes to equally benefit everyone who uses our services.

The management, staff, volunteers and service providers are committed to:

- Being positive role models for the clients with regard to friendliness, care and courtesy
- Ensuring we avoid discrimination in the way the services are provided
- Taking account of the differences and special needs of particular groups or individuals
- Ensuring they are aware of and implement this policy
- Annually reviewing our practice to ensure the policy is effective and implementing change as appropriate
- Ensure the practical application of this policy
- Dealing with any breaches of this policy
- Ensuring this policy is available on our website for public viewing

MS-UK seeks to provide services on a fair and equal basis, taking into account the needs of the people using them. No person will be treated less favourably than any other person on any grounds. There shall be no discrimination on account of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

If you are bullied or harassed by another client, member of staff, volunteer, service provider, contractor, visitor or others, or if you witness someone else being bullied or harassed, you are asked to report this to management who will take appropriate action.

We will aim to ensure that all our services are fully accessible to people with all levels of disability.

If anyone believes that this policy is not being fully complied with it is their duty to bring the matter to the attention of the management.

Any client or member of the public may use the Complaints procedure to complain about discriminatory conduct on the part of MS-UK. The complaint will be investigated in accordance with the Complaints procedure. The management of MS-UK reserve the right to initiate disciplinary action against any employee in this respect.

Unsworth House, Hythe Quay
Colchester, Essex, CO2 8JF

Tel: 01206 226500
Helpline: 0800 783 0518
Email: info@ms-uk.org
www.ms-uk.org

Staffing and recruitment

Our Equality and Diversity policy for staffing and recruitment is held in our staff handbook.

MS-UK Equal Opportunities policy reviewed January 2021

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