



# Equality and Diversity Policy

For: Managers/ Staff / Clients / Service Users

## **Aims**

Sarah Urwin Therapy Services (SUTS) is committed to making itself as inclusive and welcoming as possible. It recognises that some people are particularly likely to experience discrimination and harassment and aims to offer all staff, clients, service users, supervisees, and students (collectively referred to in this document as participants), an atmosphere of open, warm and respectful tolerance and care.

## **Code of Conduct**

Participants will be treated with dignity and respect regardless of race, nationality, gender, sexual orientation, gender reassignment, disability, mental health difficulty, age, class, marital status, religion or other belief.

At all times participants feelings will be valued and respected. Language or humour that people find offensive will not be used, e.g. sexist or racist jokes, or terminology which is derogatory to someone with a disability.

No one will be harassed, abused or intimidated on the grounds of his or her race, nationality, gender, sexual orientation, gender reassignment, disability, mental health, age or religion. Where incidents of harassment are reported these will be taken very seriously, will be investigated, and the Complaints procedure activated where necessary.

## **Accessibility**

Some of our facilities are accessible to wheelchair users and we are happy to make further adaptations where required and if possible.

We are on a limited bus route but within easy reach of two railway stations and we are available to collect any participant from these stations in order to attend sessions.

## **Diversity**

SUTS offers a range of counselling, psychotherapy and other ways of working including Equine Assisted Psychotherapy, Animal Assisted Therapy and Walk & Talk sessions. All these interventions can be further tailored to meet the needs of a wide range of adult participants. We are also open to new ideas, and welcome suggestions from all participants on how we can improve the way we work together.



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## **Inclusion and respect**

Every participant will be made to feel equally welcome and included at sessions, training workshops and other events.

Sexist, racist, homophobic, transphobic or other offensive and inflammatory remarks and behaviour are morally and legally unacceptable and will not be tolerated or condoned.

## **Dealing with complaints of discrimination and harassment**

If any participant feels they have been discriminated against during a therapy session, supervision or training workshop, they can make a formal complaint to the British Association of Counselling and Psychotherapy, through their Complaints Procedure (full details are on their website). If the complaint is upheld by the BACP, Sarah Urwin Therapy Services will work hard to ensure that such discrimination is not repeated in the future.

The complaint will also be investigated thoroughly by SUTS and opportunities will be provided for the person making the complaint to speak in a safe environment about their experience. If the complaint is against a particular individual, other than Sarah Urwin herself, she will decide what action to take, based on the principle of ensuring continued inclusion and safety of any participant who has experienced discrimination or harassment.

If the complaint is about Sarah Urwin then the external arrangements that exist for safeguarding (see Safeguarding Policy) will also apply and Kelly Smith, external Clinical Supervisor, will act as the designated person to deal directly with the complaint.

## **Review**

This policy will be reviewed annually or more frequently if any complaint is received.

Signed:

Date: 30th July 2022