

in writing to the/Directors who will be responsible for investigating the complaint. The Directors will be responsible for replying to any complaint in writing within 21 working days of the receipt of the complaint from a volunteer or contractor/consultant. A copy of the letter should also be sent to the Board of Directors.

Any volunteer or contractor/consultant who has a concern regarding the application of this policy which involves JEM should put their complaint in writing to the Directors who will be responsible for appointing an investigating officer to investigate the complaint. The Directors will be responsible for replying to any complaint in writing within 21 working days of the receipt of the complaint from volunteer or contractor/consultant.

Any complaints by service users about discriminatory behaviour by staff, volunteers and/or contractors/consultants will be thoroughly investigated.

## **Responsibility**

All staff should make themselves familiar with this policy and undergo training from time to time.

All volunteers and contractor/consultants should be made aware of this policy on commencing work with JEM.

## **EQUALITY ACT 2010**

This Act makes discrimination, harassment and victimisation, (prohibited conduct), because of protected characteristics unlawful in employment, education, service provision and housing. The protected characteristics are Age, Disability, Gender reassignment, marriage and civil partnership, pregnancy and maternity, Race, Religion and Belief, Sexual Orientation.

Prohibited conduct includes direct discrimination, indirect discrimination, and discrimination arising from a disability, harassment, victimisation and failure to make reasonable adjustments in order to accommodate a person's disability. Harassment applies to all protected characteristics except for pregnancy and marriage and civil partnership. Employees are able to complain of behaviour that they find offensive even if it is not directed at them. Victimisation applies when an employee is treated badly because they have made a complaint or done something in connection with the Equality Act.

This policy will be reviewed by the Board of Directors every three years from the date of its creation.

Created: 20 October 2021

Review date: 20 October 2024

Approved: JEM Board of Directors