

Equality and Diversity Policy

We operate an Equality and Diversity Policy for visitors, patients and staff. The term 'visitor' used below refers to anyone (including patients and their family members, other visitors and contractors) making use of the Practice premises and services. This policy applies to the general public, including all patients and their families, visitors, contractors and staff.

The aim of this policy is to remove any potential discrimination in the way that people with protected characteristics (as outlined in the Equality Act 2010) are cared for by the Practice. This means we take into account the needs of all patients and will not treat someone less favourably because of their age, disability, gender reassignment (including trans status), gender identity, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

The Practice will:

- Ensure that all visitors are treated with dignity and respect
- Not tolerate any discrimination against, or harassment to/from any staff member, patient or visitor
- Seek to foster good relationships between varying groups of people with protected characteristics, as outlined by the Equality Act 2010

If you feel discriminated against by the practice, its staff and/or patients when accessing our services, you should inform the Practice Manager. The Practice Manager will investigate the matter thoroughly and confidentially. The Practice Manager will establish the facts, and decide whether discrimination has taken place and advise you of the outcome of the investigation. If you are not satisfied with the outcome, you should raise a formal complaint through the Practice Complaints Procedure.

If you have any concerns which you would like to raise, please speak to reception or use the contact form on the website: <https://www.leedsstudentmedicalpractice.co.uk/contact-us/>

Policy Date: May 2019, Review Date: May 2020