



Policies and Procedures Handbook for clients
accessing our charity and it's support



www.lilyannes.co.uk

Contents of policies and procedures

1. Counselling Policy & procedure for client assessment_____Page 3
2. Health & Safety Policy Health and Safety at Work Act, 1975_____Page 7
3. Disclosures & Barring Policy_____ Page 15
4. Equality, Diversity and Inclusion Policy_____ Page 20
5. Complaints Policy_____Page 23

Policies and procedures updates

These policies and procedures are regularly reviewed these have been recently reviewed and edited where required in 11th April 2025

A copy of these policies and procedures are made available to people using our charity online to ensure we have clear and transparent processes in place.

Counselling Policy & procedure for client assessment

Purpose of the Policy

This policy sets out LilyAnne's counselling policy for Staff, Volunteers & Clients in line with the Charity's stated aim to create a safe and secure environment in which equality of opportunity, and diversity of backgrounds and experiences are valued.

The Charity is committed to achieving outcomes for those using the community space which include the necessity for them to be healthy, stay safe and enjoy and achieve at the Charity. If students are in control of their personal lives they are more likely to achieve educationally and contribute to the overall success of the Charity.

Scope

This policy applies to all Staff, Volunteers & Clients of the Charity who attend the community space or at any of the outreach and community centres. The policy also covers those students who are on placement as part of their course and Work Based Learning students.

Professional Practice and Standards

All counsellors are trained to at least a diploma level and committed to maintaining their competence through continued professional development (CPD).

To fulfil the requirements of the Ethical Framework of the British Association for Counselling and Psychotherapy (BACP 2018) counsellors must participate in CPD which may include networking professionally, training courses with the local LSCB, workshops or conferences.

To ensure their safe practice counsellors ensure they have elected time for clinical review.

Counsellors have supervision of up to one and a half hours per month with an appropriately trained professional.

Monitoring and Review

Implementation of this policy will be monitored through the Safeguarding by the board of trustees the Safeguarding sub-group and through an annual report to the Charities Executive Team (CET).

Data Protection and Confidentiality

- Everyone accessing LilyAnne's Wellbeing has an entitlement to confidentiality.
- Counsellors work within LilyAnne's Wellbeing's Safeguarding and Confidentiality Policies and also the BACP Ethical Framework which includes clear guidelines for confidentiality and safe practice.

- Counsellors also keep confidential information in line with the Data Protection Act 2018.
- Counsellors cannot offer absolute confidentiality to their students. In exceptional circumstances, the counsellor may take the decision to break confidentiality, with or without the student's consent, if necessary. In this case, their professional judgement will be used:
 1. There is a risk of the student harming themselves or being harmed
 2. There is risk of another person being harmed
 3. There is risk of a serious crime being committed
- In these cases, the counsellor will refer the student/concern to the Safeguarding Officer who may invoke and follow the Charities Safeguarding Procedures.

All personal and sensitive information will be managed in accordance with the Data Protection Act 2018, the General Data Protection Regulation and the Common Law Duty of Confidentiality.

All personal and sensitive information will be managed in accordance with the Data Protection Act 2018, the General Data Protection Regulation and the Common Law Duty of Confidentiality.

Support for staff

LilyAnne's Wellbeing recognises that staff may at times need support. Counselling services are available to all staff and employees & Volunteers will be afforded reasonable time off work to attend counselling and support sessions.

All employees are encouraged to make use of these services if they are feeling stressed, for whatever reason.

Supervision for Safeguarding Officers

Each safeguarding officer will be provided with access to supervision and support sessions as required. This will enable the staff to have a de-brief session with a counsellor supervisor.

The counsellor assigned will be the same person for the whole team to enable them to gain an understanding and insight into the work of the team and the individual practitioners.

The service will include access to the counsellor/supervisor for any ad hoc advice/information between sessions. In addition, if staff needed additional support for any issues, they can be then referred to the counselling service as part of our normal contractual service.

Counselling Procedure for Clients accessing support

Referral options

A number of people are able to access the service via a number of different avenues which have been made available to ensure the service is fully accessible to all accessing the LilyAnne's Wellbeing community space.

Contact options:

The Counselling Service offers the following contact options:

- Email
- Phone
- Face to face
- Drop in sessions

Once a referral has been received the name of the person and the date of referral will be logged and added to the waiting list.

Counsellors will make 3 attempts to contact the student by the preferred form of contact.

If no response within 10 days the person will be removed from the waiting list and logged as unable to make contact.

People who have made an appointment but do not attend are offered one more additional appointment, if they did not attend this they will need to be referred back into the service.

Making an Appointment

All students will be offered an initial assessment which will enable the counsellor and Person to briefly discuss the issue and ensure the Charities Counselling service is appropriate.

Once this has been agreed the counsellor will offer 6 sessions of either 1 hour or 12 sessions of 1/2 hour once per week.

it is anticipated that the person will attend once a week.

Drop in appointments

All people can also access the drop-in service that operates on Monday and Tuesday 10am to 4pm in LilyAnne's Wellbeing.

This is a one off opportunity for anyone who may be in need of support but do not want to commit to a regular session.

Referrals for this service are through self-referral or with the support of a referral.

Those who are contracted into the service bound by the same rules of confidentiality as all other appointments.

Additional Sessions

A small number of people may require more than 6 sessions due to the nature of their issue.

Significant/Safeguarding concerns

If a person has disclosed harm or self-harm including suicidal thoughts are deemed at risk and vulnerable.

Counsellors will refer Charities to the Safeguarding Officers. Counsellors will continue to work with the person, however a referral to Access Let's Connect, Impact on Teesside or a GP maybe more appropriate.

Counsellors and the Safeguarding Team can support the person to make this external referral.

Electronic client files/notes

Counsellors will keep electronic records of all of those accessing support in' attendance at counselling. The database is password protected and only the counsellors, Senior management and Safeguarding officers have access to these records.

Records will include details of the person's personal details, the reason for accessing support, notes from support sessions, and action plans.

These will be accessed internally by LilyAnne's Wellbeing team only.

Counselling files will contain:-

- Referral form
- Counselling contract
- Notes from counselling
- Safeguarding forms
- Counselling actions

In addition to the counselling files, This will be stored under the Confidentiality Level

Named Charity Counsellors

- Trevor Sherwood
- Samatha Jayne
- Angela Arnold
- Kieron Higgins
- Kate Morfoot

Supporting Documentation

This policy should be read in conjunction with the Ethical Framework of the British Association for Counselling and Psychotherapy (2018, BACP) and the following Charities documents:

Health & Safety Policy Health and Safety at Work Act, 1975

General Statement of Policy, Duties & Responsibilities

1.1 Policy Statement

LilyAnne's Wellbeing recognises and accepts its health and safety duties for providing a safe and healthy working environment (as far as is reasonably practicable) for all its workers (paid or volunteer) and other visitors to its premises under the Health and Safety at Work Act 1974, the Fire Precautions (Workplace) Regulations 1997, the Management of Health and Safety at Work Regulations 1999, other relevant legislation and common law duties of care.

Throughout this Statement, terms such as "staff", "workers", "employees", include both paid and volunteer workers.

It is the policy of LilyAnne's Wellbeing to promote the health and safety of the committee members, volunteers, staff and of all visitors to the charity's premises ("the Premises") and to that intent to:

- Take all reasonably practicable steps to safeguard the health, safety and welfare of all personnel on the premises
- Provide adequate working conditions with proper facilities to safeguard the health and safety of personnel and to ensure that any work which is undertaken produces no unnecessary risk to health or safety;
- Encourage persons on the premises to co-operate with the Organisation in all safety matter, in the identification of hazards which may exist and in the reporting of any condition which may appear dangerous or unsatisfactory;
- Ensure the provision and maintenance of plant, equipment and systems of work that are safe;
- Maintain safe arrangements for the use, handling, storage and transport of articles and substances;
- Provide sufficient information, instruction, training and supervision to enable everyone to avoid hazards and contribute to their own safety and health;
- Provide specific information, instruction, training and supervision to personnel who have particular health and safety responsibilities (eg a person appointed as a Health and Safety Officer or Representative);
- Make, as reasonably practicable, safe arrangements for protection against any risk to health and safety of the general public or other persons that may arise for the Charity's activities;

- Make suitable and sufficient assessment of the risks to the health and safety of employees and of persons not in the employment of the charity arising out of or in connection with the Charity's activities;
- Make specific assessment of risks in respect of new or expectant mothers and young people under the age of eighteen;
- Provide information to other employers of any risks to which those employer's workers on the Charity's premises may be exposed.
- This policy statement and/or the procedures for its implementation may be altered at any time by the Charity's Management Committee ("the Committee"). The statement and the procedures are to be reviewed every 12 months of each year by board of trustees.
- A report on the review, with any other proposals for amendment to the statement of procedures.

1.2 Statutory Duty of the Charity

- The Charity will comply with its duty to ensure, as far as is reasonably practicable, the health, safety and welfare at work of its workers and of visitors to its premises and, in general, to:
 - Make workplaces safe and without risks to health;
 - Ensure plant and machinery are safe and that safe systems of work are set and followed;
 - Ensure articles and substances are moved, stored and used safely;
 - Give volunteers/ workers the information, instruction, training and supervision necessary for their health and safety.

In particular, the Charity will:

- Assess the risks to the health and safety of its volunteers/workers;
- Make arrangements for implementing the health and safety measures identified as necessary by this assessment;
- Record the significant findings of the risk assessment and the arrangements for health and safety measures;
- Draw up a health and safety policy statement; including the health and safety organisation and arrangements in force, and bring it to the attention of its workers; Appoint someone competent to assist with health and safety responsibilities;
- Set up emergency procedures;

- Provide adequate First Aid facilities;
- Make sure that the workplace satisfies health, safety and welfare requirements, eg for ventilation, temperature, lighting and for sanitary, washing and rest facilities; Make sure that work equipment is suitable for its intended use as far as health and safety is concerned, and that it is properly maintained and used;
- Prevent or adequately control exposure to substances that may damage health; Take precautions against danger from flammable or explosive hazards, electrical equipment, noise or radiation;
- Avoid hazardous manual handling operations and, where they cannot be avoided, reduce the risk of injury;
- Provide health surveillance as appropriate;
- Provide free any protective clothing or equipment, where risks are not adequately controlled by other means;
- Ensure that appropriate safety signs are provided and maintained;
- Report certain injuries, diseases and dangerous occurrences to the appropriate health and safety enforcing authority.

1.3 Statutory Duty of the Charity's Workers

Employees also have legal duties, and the charities confidently request non-employed (voluntary) workers also to observe these. They include the following:

- To take reasonable care for their own health and safety, and that of other persons who may be affected by what they do or do not do;
- To co-operate with the charity on health and safety;
- To use work items provided by the charity correctly, including personal protective equipment, in accordance with training or instructions;
- Not to interfere with or misuse anything provided for health, safety and welfare purposes;
- To report at the earliest opportunity injuries, accidents or dangerous occurrences at work, including those involving the public and participants in activities organised by the Charity
- Health and Safety law applies not only to employees in the workplace, it also applies to organisations and people who occupy or use community buildings to which members of the public have access.

2.1 Health and Safety Sub-committee

The Management Committee will appoint a Health and Safety Sub-committee, including representation both of themselves and of staff (both paid and volunteer):

- To have a broad overview of Health and Safety matters;
- To keep the Organisation's Health and Safety policy and procedures under review;
- To conduct safety tours of the premises;
- To ensure that risk assessments are carried out, including assessments regarding substances hazardous to health (COSHH Regulations);
- To take such action as may be required to ensure that the Organisation's responsibilities for Health and Safety are fulfilled;
- To report to the Management Committee on their performance of these responsibilities.

Contractors working in the building should report any concerns relating to their own safety or suspected unsafe working practices to the Duty representative of the Committee who will investigate and report to the Organisation.

2.2 Health and Safety Rules

All workers must exercise ordinary care to avoid accidents in their activities at work and comply with the following general rules and with any further rules which the charity may publish from time to time.

Accident Forms and Book

The book must be kept in a locked drawer once completed.

Any injury suffered by a worker or visitor in the course of employment or otherwise on the charity premises, however slight, must be recorded, together with such other particulars as are required by statutory regulations, on an accident form maintained by the charity.

Fire Precautions

All personnel must familiarise themselves with fire escape routes and procedures and follow the directions of the charity in relation to fire.

Equipment and Appliances

No equipment or appliance may be used other than as provided by or specifically authorised by or on behalf of the charity and any directions for the use of such must be followed precisely.

Safety Clearways

Corridors and doorways must be kept free of obstructions and properly lit.

Maintenance

Defective equipment, furniture and structures must be reported as such without delay.

Hygiene and Waste Disposal

Facilities for the disposal of waste materials must be kept in a clean and hygienic condition.

Waste must be disposed of in an appropriate manner and in accordance with any special instructions relating to the material concerned.

Food Hygiene

- When handling or preparing food there are specific hygiene requirements:
- Regularly wash hands before and during food preparation and especially after using the lavatory;
- Tell your supervisor or representative of the Committee of any skin, nose, throat, or bowel problem;
- Ensure cuts or sores are covered with correct waterproof dressings;
- Keep yourself clean and wear clean clothing;
- Remember that smoking in a food room is illegal;
- Never cough or sneeze over food;
- Clean as you go. Keep all equipment and surfaces clean;
- Prepare raw and cooked food in separate areas. Keep perishable food covered and either refrigerated (less than 8°C) or piping hot (above 63°C);
- Ensure waste food is disposed of properly. Keep the lid on rubbish bin and wash your hands after putting waste in it;
- Avoid handling food as far as possible;
- Tell your supervisor or representative of the Committee of any defects or concerns regarding the facilities – eg uncleanness, refrigeration malfunction, cracked food preparation surfaces.

Display Screen Equipment

The charity recognises its responsibility to ensure the well-being of workers who habitually use display screen equipment for a significant part of their normal work.

Volunteers/Workers are advised to ensure that they take a five minute break from the display screen equipment at least once an hour and are advised that, if they experience vision defects or other discomfort that they believe may be wholly or in part a consequence of their use of such equipment, they have the right to an eye-test at the Organisation's expense.

Alcohol, Drugs and Tobacco

Smoking within the premises and the use of Drugs (except under medical supervision) on the premises are prohibited at all times.

The use of intoxicants (alcohol) is prohibited during working hours, and no employee/volunteer may undertake his/her duties if under the influence of alcohol or drugs (except under medical supervision)

Arrangement and Procedures

The Health and Safety Officer, nominated by the Board of Trustees, is responsible for ensuring that the safety policy is carried out and that responsibilities for safety, health and welfare are properly assigned and accepted at all levels. His/her details and contact number will be displayed

3.1 First Aid and Accident Reporting

3.2 Fire Drills and Evacuation Procedures

3.1.1 First Aid

- The current First Aider(s) for the premises is/are displayed (on the Notice Board in the wash house Area).
- First Aid Boxes are provided in the following location(s):
 - i) under the counter near to the till area

3.1.2 Accidents

- In the event of an injury or illness, call for a member of staff or ring for an ambulance directly. To call an ambulance – dial 999 and ask for “ambulance”;
- All accidents must be reported to the Health and Safety Officer or another member of staff on duty immediately or as soon as practicable;
- All accidents must be entered on an accident form, available under the customer counter in the first aid box.

- The Health and Safety Officer will investigate incidents and accidents, writing a detailed report for the Organisation's board of trustee's to consider the actions necessary to prevent recurrence.

3.3 Fire Drills and Evacuation Procedures

3.2.1 Fire Drills

- All workers and volunteers must know the fire procedures, position of fire appliances and escape routes.
- The fire alarm points, fire exits and emergency lighting system will be tested by The Fire Officer/Health and Safety Officer during the first week of each month and entered in the log book provided.
- The Fire Officer will arrange for Fire Drills and Fire Prevention Checks to be carried out at least once every three months and entered in the log book. In addition, these Drills will be carried out at different times and on different days, so that all users/hirers know the procedures.
- The last person securing the premises will ensure Fire Prevention Close Down Checks are made of all parts of the premises at the end of a session.

3.2.2 in the event of Fire

- Persons discovering a fire should sound the nearest alarm;
- The first duty of all workers is to evacuate all people from the building by the nearest exit immediately the fire is discovered;
- All persons must evacuate the building and, where possible without personal risk, leave all doors and windows closed;
- The assembly point for the building is at Titan House Car park to the rear of the building.
- No-one should leave the assembly point without the permission of a member of staff;
- If any fire occurs, however minor, the Fire Brigade must be called immediately by dialling 999 and asking for "Fire";
- When the Fire Brigade arrives advise whether all persons are accounted for and location of fire.

3.2.3 Bomb Warnings

- If you receive a warning try to find out from the caller:
 - i) The approximate location of the bomb and likely time of detonation;
 - ii) Whether the police and fire brigade have been notified;

iii) Try to RECORD EXACTLY WHAT IS SAID:

- Notify the Police immediately on 999;
- DO NOT SOUND THE FIRE ALARM but evacuate the building taking into consideration any information from the bomb warning;
-
- Assemble in the car park of King Johns at the rear of Lilyanne's unless the bomb warning implies otherwise.
-

3.2.4 Theatre – and Public Entertainment – Licensed Events In addition to the general conditions of the licence(s):

- Hirers/users must be aware of the Health and Safety Policy;
- Emergency lights in the areas used must be kept illuminated;
-
- Advise the representative of the Board of Trustees of any defects or concerns regarding the facilities, eg uncleanness, refrigeration operation, and cracked food preparation surfaces.

3.2.5 Cleaning Materials, General Machinery and High Risk Areas

- All portable machinery must be switched off and unplugged when not in use;
- Wandering cables are a hazard; use with caution and safety in mind;
-
- Slippery floors and dangerous; use warning signs;
- Use protective clothing and equipment provided and as instructed on
- machinery/equipment/material. It is the duty of a worker to report any loss of or defect in protective clothing or equipment.

3.2.6 General

- All thoroughfares, exits and gates must be left clear at all times;
- Corridors and fire exits must not be blocked by furniture or equipment;
- Vehicles must not be parked near to the building so as to cause any obstruction or hazard;
- Hazards or suspected hazards or other health and safety matters should be reported to the Health and Safety Officer or the staff member on duty immediately or as soon as practicable, so that action can be taken. If the hazard is of a serious nature, immediate action must be taken to protect or clear the area to prevent injury to staff or other users.

Disclosures & Barring Policy

Purpose

This policy sets out LilyAnne's Wellbeing approach to using Disclosures & Barring Service (DBS) Checks and implications arising from their use for employees and workers. It relates to checks carried out upon recruitment and during the lifetime of their employment or work placement.

Introduction

The DBS check searches personal details provided by applicants and employees or workers against criminal records and other sources. The DBS check will either confirm that the person named either doesn't have a criminal record, or it will list any relevant convictions, cautions, reprimands, warnings and, if applicable, whether they have been barred from working with vulnerable groups. The police can also include non-conviction information, for example, fixed penalties, that may be relevant.

A DBS check uses a range of different information sources, including the records of the Police National Computer (PNC), and other data sources appropriate to the level of check requested.

Under the Rehabilitation of Offenders Act 1974 a person with a criminal record is not required to disclose any spent convictions unless the position they are applying for, or are currently undertaking, is listed as an exception under the act.

Therefore we have a legal responsibility to ensure we have a relevant exemption before requesting this from an applicant/employee/worker or risk withdrawal of our right to request DBS's in future, and potential prosecution. Also under the Protection of Freedoms Act 2012 we have a legal responsibility to ensure we carry out checks on any one engaged in Regulated Activity but only carry out checks for those individuals of the appropriate barring list for the groups they are working with.

Background

DBS Checks have been used by the LilyAnne's Wellbeing for many years as an aid to recruitment for certain posts where trust and confidence are vitally important to the role.

More recently the range of posts eligible for DBS has been extended in response to the Safeguarding Vulnerable Groups Act 2006. In the Charity's adoption of this act under our Safeguarding Policy a key aspect of this policy is to carry out regular DBS checks of employees and workers undertaking roles defined as regulated activity relating to children or vulnerable adults.

Eligible Posts

The Disclosures & Barring Service provides guidance on all the eligible roles and types of roles that are exceptions to the Rehabilitation of Offenders Act 1974.

This guidance is reviewed and updated on a regular basis, with the most up to date guidance available on the Direct Gov website.

At the time of writing almost 70 Eligibility Codes exist ranging from work relating to the care of vulnerable adults and children, medical practitioners, judicial and legal practitioners and enforcement officers, those involved in the Childrens Act 2004, childminders, foster carers, football stewards, locksmiths, immigration officers, taxi drivers, and those licenced under the Private Security Industry Act.

The large majority of roles eligible for DBS checks are those who work in regulated activity with Children and Vulnerable Adults.

DBS clearance should be a requirement of any post meeting any one of the following criteria:

1. Has unsupervised access to children or vulnerable adults (regardless of regularity or duration).
2. Has supervised access to children or vulnerable adults on a regular basis.
3. Is based within a setting regularly occupied by children or vulnerable adults (regardless of direct access or nature of role), e.g. school, residential establishment, community centre, leisure centre, park, unless the presence is exclusively before or after children/ vulnerable adults are on the premises.
4. Entails visits to domestic residences, or has indirect contact with children or vulnerable adults via the telephone or internet.
5. Has substantial access to highly sensitive personal details relating to the care of children or vulnerable adults. The "care of" refers to health, social care, looked after children, etc., as opposed to general data such as contained within registers and databases.

These definitions are not exhaustive which details the question trace to establish eligibility for any of the checks available.

The level of check undertaken and the right to check the relevant barred list will be undertaken in conjunction with the line manager, who will be required to carry out a risk assessment for the role.

The criteria applies equally to all types of employment, whether or not an established post, such as permanent, temporary, casual, supply, volunteer or unpaid. If agencies are used,

agency staff must be subject to the same checks as permanent staff, and it will be up to the Manager to obtain and record confirmation from the agency that clearance has occurred.

Returned Traces

All current employees are covered by a specific clause in their employment contract to notify the authority of any charges or convictions brought against them. Clearly where a role is subject to a satisfactory DBS check this clause becomes critical in determining what action should take place.

Depending on the nature of the offence we will determine whether:

- the charge or conviction is such as to affect, or be likely to affect, the suitability of the employee for the position in which he/she is employed,
- or the business or reputation of the Employer,
- or where the existence of the charge or conviction could, in the opinion of the Employer, otherwise seriously undermine the trust and confidence that the Employer has in the employee.

Where a trace is returned during recruitment the recruiting manager and Head of Organisational Development (or delegated representative) will make a decision on these factors for recruitment and may decide not to appoint.

Having a conviction will not necessarily bar individuals from working for LilyAnne's Wellbeing and each disclosure is assessed individually. Each individual case will be considered with reference to the sentence, severity and nature of the offence and the potential risk to children or vulnerable adults.

Where a current employee undergoes repeat DBS a senior manager from the department must also be involved in line with LilyAnne's Wellbeing Disciplinary & Grievance procedure to determine if disciplinary action should be taken. Where a trace is returned for any other type of worker, reference should be made to the terms under which that worker is engaged.

Criminal charges or convictions for offences of dishonesty or violence committed outside working hours may result in disciplinary proceedings being taken against the employee up to and including summary dismissal.

Retention of Documents

As an organisation using the Disclosures & Barring service to help assess the suitability of applicants for positions of trust, we comply fully with the DBS Code of Practice regarding

the correct handling, use, storage, retention and disposal of certificates and certificate information.

We also comply fully with our obligations under the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of certificate information and have a written policy on these matters, which is available to those who wish to see it on request.

Storage and access

Certificate information will be kept securely, in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties.

Handling

In accordance with section 124 of the Police Act 1997, certificate information is only passed to those who are authorised to receive it in the course of their duties.

We maintain a record of all those to whom certificates or certificate information has been revealed and it is a criminal offence to pass this information to anyone who is not entitled to receive it.

Recruitment Procedure

Where a DBS check is required the appropriate text is inserted into the advert for the job. General information is available to applicants from the DBS Guide for Applicants and Recruitment of Ex-Offenders Policy.

The offer is conditional on receipt of a satisfactory DBS check.

Ongoing Employment Checks

Where a 3 year check is required during the course of employment for any individual employee, the employee will be required to register with the update service within 19 days of their first certificate being issued.

Referral Procedures

In the event that any employee undertakes an act that is classed as;

- Engaged in 'relevant conduct';
- Satisfied the harm test; or
- Received a caution or conviction for a relevant offence;

a referral will be made to the Disclosures and Barring Service. This will be done in line with LilyAnne's Wellbeing, Disciplinary & Grievance Procedure and the provisions of the Protection of Freedoms Act.

Equality, Diversity and Inclusion Policy

LilyAnne's Wellbeing is committed to encouraging equality, diversity and inclusion among our workforce, and eliminating unlawful discrimination.

The aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give their best.

The organisation - in providing goods and/or services and/or facilities - is also committed against unlawful discrimination of customers or the public.

Our policy's purpose

This policy's purpose is to:

1. Provide equality, fairness and respect for all in our employment, whether temporary, part-time, full-time, volunteer, client or customer.

2. Not unlawfully discriminate because of the Equality Act 2010 protected characteristics of:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race (including colour, nationality, and ethnic or national origin)
- religion or belief
- sex
- sexual orientation

3. Oppose and avoid all forms of unlawful discrimination. This includes in:

- pay and benefits
- terms and conditions of employment
- dealing with grievances and discipline
- dismissal
- redundancy
- leave for parents
- requests for flexible working
- selection for employment, promotion, training or other developmental opportunities

Our commitments

The organisation commits to:

1. Encourage equality, diversity and inclusion in the workplace as they are good practice and make business sense

2. Create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.

This commitment includes training managers and all other employees about their rights and responsibilities under the equality, diversity and inclusion policy. Responsibilities include staff conducting themselves to help the organisation provide equal opportunities in employment, and prevent bullying, harassment, victimisation and unlawful discrimination.

All staff should understand they, as well as their employer, can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of their employment, against fellow employees, customers, suppliers and the public

3. Take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, customers, suppliers, visitors, the public and any others in the course of the organisation's work activities.

Such acts will be dealt with as misconduct under the organisation's grievance and/or disciplinary procedures, and appropriate action will be taken. Particularly serious complaints could amount to gross misconduct and lead to dismissal without notice.

Further, sexual harassment may amount to both an employment rights matter and a criminal matter, such as in sexual assault allegations. In addition, harassment under the Protection from Harassment Act 1997 – which is not limited to circumstances where harassment relates to a protected characteristic – is a criminal offence.

4. Make opportunities for training, development and progress available to all staff, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the organisation.

5. Make decisions concerning staff being based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act).

6. Review employment practices and procedures when necessary to ensure fairness, and also update them and the policy to take account of changes in the law.

7. Monitor the make-up of the workforce regarding information such as age, sex, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality, diversity and inclusion, and in meeting the aims and commitments set out in the equality, diversity and inclusion policy.

Monitoring will also include assessing how the equality, diversity and inclusion policy, and any supporting action plan, are working in practice, reviewing them annually, and considering and taking action to address any issues.

Complaints Policy

LilyAnne's Wellbeing Charity, complaints are covered by this policy, this policy should be followed when you would like to make a complaint against the charity.

The charity defines a complaint as:

“Any spoken or written dissatisfaction about the standard of service received during engagement within our charity work”

This includes:

- How we carry out our statutory objectives functions and duties set by the charities commission.
- How we conduct ourselves and follow our procedures.
- How you or others have been treated by our staff and volunteers.

How to make a complaint about our standards or our charity

If you wish to make a complaint about our conduct or standard of service, you must do this within three months. If you delay any longer, this could affect our ability to consider your complaint. In some cases, a long delay will mean that we will not be able to consider the matter at all.

We will acknowledge a complaint about our service within 15 calendar days. In most cases, we will aim to respond in full within 30 calendar days.

You need to tell us:

- What do you think went wrong
- How we should put it right.
- The impact on you.

If someone is complaining on your behalf, we need you to tell us in writing that they are acting for you.

The quickest way to make a complaint is for you to email us with your concern if you would prefer to call please dial 01429 728040. Where a member of our team will be able to help you.

To make sure we comply with the Equality Act 2010, we consider adjustments for people with protected characteristics such as hearing or sight impairments, language difficulties or other specific needs.

You can contact us via telephone on 01429 728040 or write to us.

LilyAnne's Wellbeing
Titan House
141 to 147a York Road
Hartlepool

What you can expect from us

The charity takes all complaints about conduct and standards of service seriously. Our Wellbeing management team will deal with your complaints. They will check that we can deal with your complaint, by looking into the issue that you have raised.

They will:

- Treat you with courtesy and respect
- Listen to you, to make sure they understand your complaint
- Explain how we handle complaints
- Gather and evaluate all the information they need before they reach a finding
- Acknowledge your complaint via, email, telephone or in writing within 14 calendar days
- Explain their findings and recommendations (if any are made) and how they have reached them.

If you are not happy with the way that the management team have dealt with your complaint, please let us know within 30 calendar days if our response. We will then review the complaint to ensure that:

- The decision was fair
- All the issues you complained about were addressed
- Any shortfall in our service was put right
- The outcome was explained clearly to you

The person reviewing the complaint will aim to respond to you, by telephone, email or letter within 30 days.

Unacceptable customer behaviour

‘Unacceptable behaviour’ means acting in a way that is unreasonable, regardless of the level of someone’s stress, frustration or anger. It may involve acts, words or physical gestures that could cause another person distress or discomfort.

We sometimes receive communication that in our view is unacceptable. This might include someone harassing our staff or continuing to contact us about a complaint which has been given a final response.

Taking complaints seriously

We take complaints seriously. We want to make sure our complaints process works as well as possible for everyone. We welcome comments or suggestions about how we deal with complaints which can be sent to us by post.

Learning from complaints

We use complaints to improve the service provided to the public. Our senior leaders take an active interest and involvement in all sources of feedback and complaints, identifying opportunities to help improve our services.

External review

If you are still unhappy about the way we have dealt with your complaint you are able to share your complaint with the charity commission.

We have included the details of this below.

Phone: 0300 066 9197

Website: <https://forms.charitycommission.gov.uk/Raising-Concerns/>