



Factsheet 10: Equality and diversity

We recognise the value that diversity can bring to our organisation and in the neighbourhoods that we work in.

Great Places is committed as an employer and provider of housing services to equal opportunities for all. We recognise that our ability to meet the diverse needs will be improved by having a workforce and board of management which reflects the different backgrounds of our residents.

We recognise the existence and importance of differences within individuals and groups. We aim to make sure that our aim of providing exceptional services will meet the varied needs of our existing and future customers.

We make sure that everyone has equal and fair access to our

services. This is regardless of race, colour, ethnic origin, religion, nationality, cultural background, sexual orientation, gender, disability, age, class, appearance, responsibility for dependants, being HIV positive or having AIDS, or any other characteristics which may unfairly affect a person's opportunities in life.

We will also work to promote good relations between people of different backgrounds.

Great Places is committed to ensuring that all the consultants, contractors and sub-contractors it employs are equally committed to the equality and diversity agenda and operate a similar code of conduct.

Monitoring our services to you

We monitor and report on the age, disability, ethnicity, faith, gender

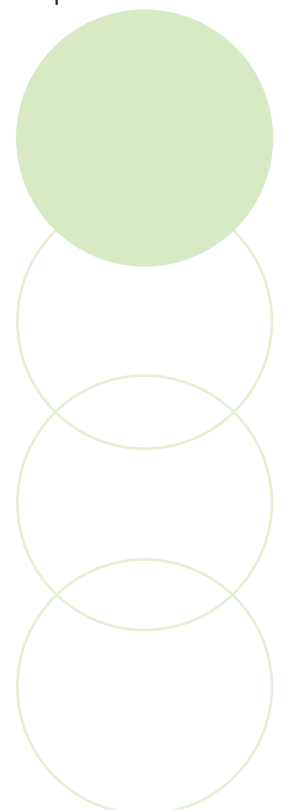
and sexuality of the people we re-house.

What can I do if I am suffering harassment?

All harassment cases should be reported to your neighbourhood co-ordinator, or at your local office immediately. All claims will be investigated and treated confidentially. See Factsheet 9.

What can you do if you have been treated unfairly?

If you feel you have been treated unfairly you can complain through our official complaints procedure. Please see our complaints Factsheet 15.





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