

## Stage 1: Equality Impact Assessment

<b>1. What are the main aims purpose and outcomes of the Policy and how do these fit with the wider aims of the organization?</b>
The aim of the complaints policy is to define what the constitutes a complaint, set out how a customer can make a complaint and how it will be responded to. As an organization we have agreed that superb customer service is one of our corporate values we have also identified corporate and customer excellence as a priority. A sound complaints policy will ensure the organization meets this value and priority.
<b>2. How do these aims affect our duty to:</b> <ul style="list-style-type: none"><li>• <b>Eliminate unlawful discrimination, harassment and victimization and other conduct prohibited by the act.</b></li><li>• <b>Advance equality of opportunity between people who share a protected characteristic and those who do not.</b></li><li>• <b>Foster good relations between people who share a protected characteristic and those who do not.</b></li></ul>
The aims of the policy are to uphold our duty to carry out the actions above. The policy allows for complaints to be made by whatever means are most appropriate for the customer. Complaints can be made about any of the aspects above within our definition of a complaint and the policy sets out a clear method for dealing with the complaints including seeking to understand the customer's needs.
<b>3. What aspects of the policy including how it is delivered or accessed could contribute to inequality?</b>
If we were to have in place a policy which restricted how complaints were made then that could contribute to inequality for example a requirement that all complaints are put in writing. The policy needs to be communicated to all staff and customers in a variety of formats.
<b>4. Will the policy have an impact (positive or negative) upon the lives of people, including particular communities and groups who have protected characteristics ? What evidence do you have for this?</b>
No the policy will be applied to all complaints and introduces a consistent approach to complaints. The policy allows those with protected characteristics to make complaints about how they have been treated, the service they have received, our policies and our staff.

If the answer to the second question has identified potential impacts and you have answered yes to any of the remaining questions then you should carry out a full EQIA set out as stage 2 below.