



Equality and Diversity Policy

General Policy Statement

The Leighton Buzzard Voluntary Patient Transport scheme is committed to equal opportunities in its dealings with clients and volunteers. All steps will be taken to avoid discrimination against volunteers or clients on the grounds of age, disability, colour, ethnic background, nationality, gender, sexual orientation, religion or belief.

Purpose

This policy applies to all volunteers and clients providing and or using the service provided by LBVPT. The purpose of this policy is to enable volunteers and clients to act positively in relation to equality and diversity and to eliminate and prevent all forms of discrimination.

Recruitment

Volunteer Recruitment Policy will contain a statement that LBVPT is committed to equality and welcomes applications from all sectors of society.

Training

Equality and diversity will be an integral part of the training of all volunteers.

Behaviour and Professional Conduct

In all its work and all its published material, LBVPT and volunteers will exercise care to act in a manner which displays respect for all people.

LBVPT expects its volunteers to act in a non-discriminatory way towards its clients.

Implementation

Responsibility for the overall effectiveness of this policy rests with the LBVPT Management Committee (the Committee). All Committee members and volunteers providing the service for LBVPT have a personal responsibility for adhering to the policy and the procedures put in place.

LBVPT will take account of this policy when formulating policies and procedures.

All Committee members and volunteers will receive a copy of the Equality and Diversity Policy, and be expected to read it, as part of their induction.

Complaints

LBVPT will ensure that all alleged incidents of discrimination or harassment are taken seriously, handled sensitively, investigated and resolved through its Complaints Procedures, as appropriate.



All complaints, whether written or oral, will be dealt with promptly and sensitively to ensure that the complainant is satisfied that their concerns have been addressed. Complaints should be made to a member of the LBVPT Management Committee (the Committee).

Monitoring and Review

LBVPT recognises that regular monitoring and evaluation is essential for thorough reviews of its Equality and Diversity Policy.

The effectiveness of this policy, and its procedures, will be monitored and amended as and when necessary by the Committee. The policy will also be reviewed every year as part of a continuing review of organisational policies.