

## **Equality and Diversity – our customer commitments**

### **Our commitment to you**

At Working Links we treat all people fairly, irrespective of their race, colour, religion, political opinion, ethnicity, nationality, disability, gender, trans-gender, age, sexual orientation, marital status.

Working Links was created to address the inequalities of opportunity in the communities we serve. Through our work we embrace diversity and provide equal opportunities for our customers. We support customers from all backgrounds, helping people to fulfil more productive lives and participate in the communities they live in.

We are committed to embracing a culture of diversity awareness, which recognises the importance of equal opportunity. Diversity recognises that we are all different and this involves building an environment where people are respected as individuals and where a diverse range of views, qualities, experiences and contributions are valued.

We also have ongoing working relationships with employers and partners who have this same commitment to valuing diversity and who actively promote equal opportunities.

Through everything we do, we aim to ensure that:

- we treat you fairly and with respect throughout your time with us
- our services and facilities are easily accessible to everyone
- we provide a safe environment
- we meet your individual needs and do what we can to tailor our service to you
- you are free from harassment or bullying of any kind and
- our partner organisations and the employers we work with share these commitments

### **Our responsibilities**

All our people have a responsibility to ensure we meet these aims. As we continue to grow and develop our business, we will ensure that we maintain these commitments.

We also ask the same from you, our customers. We expect you to show our people and our other customers the same level of respect when you are with us, which will enable each of you to progress, develop and fully contribute to achieving your goals.

### **Your right to challenge**

If you feel we, or another customer has breached this commitment at anytime we want you to tell us. We have a clear complaints procedure, which is available in a leaflet from your consultant, tutor or their manager.

You can also raise any concern you may have by:

- calling us on Freephone 0800 917 9262
- contacting us through our website feedback page at [www.workinglinks.co.uk](http://www.workinglinks.co.uk)



- writing to us at FREEPOST RSHG-SGUH-ESKS, Customer Service, Working Links, Sun Alliance House, 16-26 Albert Road, Middlesbrough, TS1 1PR
- Any complaint you make will not affect the way we treat you in the future.

### **Delivering on our commitments**

We will regularly review this commitment and monitor whether we are achieving our aims. We continually seek customer feedback through listening forums and surveys and always welcome your views on how you think we are delivering on this commitment. If you'd like to be involved in one of our listening forums please speak to your consultant or tutor.



**Changing lives. Creating futures.**