

Policy Statement

At TruComfort Homecare we are fully committed to fostering a workplace and care environment that upholds equality and promotes diversity. We stand against all forms of discrimination whether based on race, religion, gender, age, disability, sexual orientation, gender identity and socioeconomic background or any other protected characteristic.

Our goal is to make sure equal treatment and fair opportunity for all staff, service users and partners while building a workforce that reflects the communities we serve.

Our Commitment

TruComfort Homecare pledges to:

- Provide a environment where everyone feels respected and valued.
- Uphold all relevant equality legislation, including but not limited to:
 - The Equality Act 2010
 - The Human Rights Act 1998
 - All updates to these and related legislation

We will not tolerate any form of unfair treatment, direct or indirect discrimination, harassment, or victimisation.

Organisational Principles

We commit to:

- Fair recruitment, progression and treatment based on merit, skill and potential.
- Preventing discrimination in all aspects of employment and service delivery.
- Ensuring job descriptions and roles are free from unnecessary criteria that disadvantage particular groups.
- Promoting awareness and respect for diversity through staff induction and regular training.

Responsibilities

All employees, regardless of position or seniority are expected to:

- Embrace and apply the principles of equality and diversity in their work.
- Challenge and report any discriminatory behaviour or practices.
- Promote an inclusive, respectful culture for both colleagues and service users.

Management is responsible for:

- Investigating complaints fairly and confidentially.
- Taking appropriate action where breaches occur.

- Ensuring all marketing, documents and communications reflect non-discriminatory practices.

Dealing with Discrimination or Harassment

Anyone who believes they have experienced or witnessed discrimination can raise their concern through our grievance process.

Complainants are encouraged to:

- Keep a proper written record of the incident(s), with their dates and any witnesses.
- Report the matter to a senior manager promptly.

TruComfort takes all complaints seriously. Proven breaches of this policy may result in disciplinary action, including dismissal.

Our Approach to Diversity

We recognise and celebrate the unique differences individuals bring. We aim to:

- Honour cultural, religious and personal preferences.
- Accommodate personal beliefs, practices and traditions wherever possible.
- Encourage the celebration of special days, holidays and events that matter to our staff and service users.

We believe these differences make our care more person-centred and our workplace richer.

Training and Awareness

- All new employees must read and understand this policy during induction.
- Ongoing training will cover core topics such as the Equality Act, unconscious bias, cultural sensitivity and anti-discriminatory practice.
- Attendance in these sessions is mandatory and a condition of employment.

Managers are tasked with ensuring compliance and organising regular training reviews.