



## MS-UK equal opportunities for service provision policy

### Statement of equal opportunities

MS-UK is committed to achieving an environment where all people are made to feel welcome and valued. We take great care to treat each individual as a person in their own right, with equal rights and responsibilities as any other individual. We will challenge discrimination and promote positive attitudes to equally benefit everyone at MS-UK.

The management and staff are committed to:

- Being positive role models for the clients with regard to friendliness, care and courtesy
- Ensuring that all staff avoid discrimination in the way the services are provided
- All staff taking account of the differences and special needs of particular groups or individuals
- Ensuring that all staff and service providers are aware of and implement this policy
- Annually reviewing our practice to ensure the policy is effective and implementing change as appropriate
- Every member of staff being responsible to seek to ensure the practical application of this policy
- Dealing with any breaches of this policy
- Ensuring this policy is available on our website for public viewing

MS-UK seeks to provide services on a fair and equal basis, taking into account the needs of the people using our services. No person will be treated less favourably than any other person on any grounds. There shall be no discrimination on account of disability, age, gender, ethnic origin, religion, sexual orientation or political beliefs.

We will aim to ensure that all our services are fully accessible to people with all levels of disability.

If anyone believes that this policy is not being fully complied with it is their duty to bring the matter to the attention of the management.

Any client or member of the public may use the Complaints Procedure to complain about discriminatory conduct on the part of MS-UK. The complaint will be investigated in accordance with the Complaints Procedure. The management of MS-UK reserve the right to initiate disciplinary action against any employee in this respect.

### Staffing and recruitment

Our Equality and Diversity Policy for staffing and recruitment is held in our staff handbook.

MS-UK Equal Opportunities Policy September 2015



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