



Treating you Fairly Equality & Diversity Service Standards



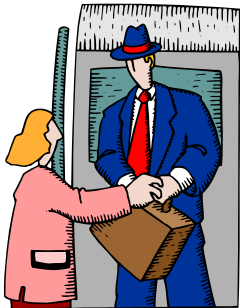
Reader Group approved

If you would like this leaflet in any other format please contact the Customer Service Team on **01484 435715**

Sadeh Lok Housing (Sadeh Lok) aims to provide you with a high-quality service at all times; here we set out the level of service you can expect

Sadeh Lok will:-

- Recognise that people are different with different needs and preferences
- Treat you courteously, sensitively and fairly at all times
- Assess our policies and procedures to ensure they do not either directly or indirectly disadvantage any group of customers
- Provide regular training for staff and residents on diversity issues
- Use plain English in all our letters and leaflets
- Keep a record of the diverse make up of our customers and any specific requirements they may have to help us target and tailor our services to meet individual needs
- Take action against Hate Crime including racial, religious, homophobic and transgender harassment and domestic violence
- Offer home visits to customers who are unable to visit the office





- Provide induction (hearing) loops at our office
- Use translation services or an interpreter where you are unable to communicate in English because it is not your first language

When we do this we will use the most appropriate method taking into account value for money considerations for example we may translate the most important part of a document or ask someone to read a particular document to you

- Provide information in other formats e.g. translations, large print, Braille or audio where required

Our website will offer translation, large print or audio facilities



Again we will discuss with you the most appropriate way to do this taking into account value for money considerations

- Offer same sex interviews or home visits if required
- Help you to fill in forms if you want us to
 - Talk through any letters or documents if required
 - Only work with contractors who share our commitment to be fair to all



All contractors who work with Sadeh Lok have signed up to our Code of Conduct

