

Creative Heights Inclusion and Equal Opportunities Policy



Date of this policy: 21/03/2024 Date for review: Sept 2025

Aims:

- Creative Heights aims to create a safe and welcoming atmosphere for everyone.
- We want to challenge all forms of oppression including those based on any protected characteristic defined in law, but not limited by these; to include race, ethnicity, nationality, creed, gender, sex, pregnancy, menopause, class, sexuality, gender reassignment, learning ability, physical impairment, mental illness, age, occupation, income, wealth and unrelated criminal conviction.
- We aim to design our activities, services and decision-making processes specifically to encourage and support participation from our participants.

Practice:

- We will strive to adapt our practices to enable all people within relevant groups to participate by investigating and learning new techniques.
- We will nurture an encouraging friendly atmosphere that celebrates diversity.
- We will strive to target activities towards those who will benefit the most, or who may usually feel excluded from the kinds of activities we offer.
- Exceptions and adaptations will always be discussed and considered and where possible and without undue disadvantage to others will be delivered. For example, children's classes are only for children but where appropriate participants may feel more comfortable in a different age group.
- Participant, carer and parent feedback will be regularly sought both informally through conversations in and around sessions but also formally through surveys.

Conduct:

- Every participant, parent / carer, volunteer, staff member or subcontractor of Creative Heights should be made to feel equally welcome without causing undue disadvantage to another.
- People will be treated with dignity and respect regardless of race, nationality, gender, sexual orientation, gender reassignment, disability, sex, religion or belief, marriage and civil partnership, pregnancy, maternity, menopause and/or age.
- At all times people's feelings will be valued and respected. Language or humour that people find offensive will not be used, e.g. sexist or racist jokes or terminology which is derogatory to someone with a disability.
- No one will be harassed, abused or intimidated on the ground of his or her race, nationality, gender, sexual orientation, gender reassignment, disability or age.
- Sexist, racist, homophobic, transphobic or otherwise offensive and inflammatory remarks and behaviour will always be challenged and where appropriate discussed in an educationally neutral manner.
- Where necessary individuals who are unable to resist discriminatory or harassing behaviour may need to be excluded from certain groups or activities to ensure a fair and equal opportunity to access our services remains.

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Complaints:

- The Directors will take complaints of discrimination and harassment very seriously.
- If any person feels they have been discriminated against by the company or harassed at work / a class / workshop / event should raise this with the Directors.
- If a complaint is given to staff, they will refer the complainant to a Director who can investigate the complaint.
- Directors will investigate complaint of discrimination and harassment thoroughly and provide opportunities for the person making the complaint to speak in a safe environment about their experience.
- If the complaint is against a particular individual, the Directors will hear their point of view.
- Directors will decide the action to take based on the principle of ensuring the continued inclusion and safety of any staff member, participant or carer who has experienced discrimination or harassment.
- If the complaint is against a Director, the complainant may choose to approach another director or a Designated Safeguarding Officer and the complaint will be heard without discrimination. Or they may choose to report to relevant outside services.
- If the complaint is against the Company as a whole, the Directors must work to ensure that such discrimination is not repeated in the future and must inform the participants of how they propose to do this.
- Any decision to exclude a participant entirely will be made only after careful consideration of alternatives but will be enforced if required.
- The company will support people who feel they have been harassed or discriminated against and will not victimise or treat them less well because they have raised this.

Policy updated on: 21.03.24