

Enfield Family Contact Centre

Equal Opportunities and Diversity Policy

The aim of our policy is to ensure that no-one receives less favourable treatment on the grounds of race, skin colour, ethnic origin, religion, cultural beliefs, nationality, national origin, gender, sexuality, age, physical or mental health or ability; or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

Like other voluntary organisations and community groups, Enfield Family Contact Centre has a duty to oppose discrimination and promote equal opportunities. We will strive to ensure that our services, volunteering opportunities, management and decision-making processes are accessible to all within the financial and logistical constraints of the organisation.

1. We recognise that Contact Centres exist within a multi-cultural and multi-faith society.
2. We will value and respect all individuals using the Centre, both clients and volunteers.
3. We will aim to ensure that our service provision is appropriate, relevant and accessible to all groups of people represented in the community.
4. We will do our utmost to ensure that no volunteer, management committee member, or any of the families experiences unfair or unlawful discrimination as a result of the actions or inaction of the management committee.
5. Within the limits of the accommodation provided, no client with physical disabilities will be denied a place at the Contact Centre.
6. Volunteering opportunities are open to all in line with our Volunteers Policy.
7. Volunteers will exercise thoughtfulness and care to avoid stereotyping of individuals and groups.
8. Any racist or other offensive remarks or behaviour will not be tolerated.
9. If you feel you have been discriminated against, please use the Contact Centre's complaints procedure.
10. We will ensure that all Contact Centre users and referrers are aware that we have an equal opportunities & diversity policy, which they can see upon request.

This policy will be reviewed and, if necessary, updated every two years.

Policy implemented November 2004

Reviewed: January 2007, January 2008, July 2009, June 2010, July 2011, Sept 2012, February 2014, September 2015

Revised: May 2017

Reviewed: September 2018

Revised: January 2020

Reviewed: September 2021, September 2023, October 2025