

Rosehill Housing Co-operative Equality Impact Assessment

Name of policy to be assessed	Complaints Policy	Is this a new policy or a review	Review
Person completing the assessment	Linda Chelton	Date of Assessment	16.10.20

<p>1. Briefly describe the aims, objectives and purpose of the policy</p>	<p>The aim of the Complaints Handling Policy is to provide an effective, fair and responsive mechanism for customers or their representatives to complain about services provided by RHC to reflect the SPSO model complaints handling procedures.</p> <p>RHC is committed to ensuring that the Complaints policy assists accountability and supports future development of services to address disproportionate or unfavourable treatment.</p>
<p>2. Who is intended to benefit from the policy? (eg staff, applicants, tenants, staff, contractors)</p>	<p>This policy is intended to ensure that all customers who are dissatisfied with the services they have received from the organisation will have the right for their concerns to be considered and if necessary rectified with due redress if appropriate.</p> <p>All customers will benefit as a result of improvements to services made as a result of individual complaints or from regular analysis of complaints and also as a result of knowing that their complaints will be dealt with fairly and equitably.</p>

<p>3. What outcomes are wanted from this policy? (e.g. benefits to customers)</p>	<p>To promote fairness for all customers by identify actions to be taken to mitigate any poor practice / procedures and to improve services provided by RHC.</p>
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<p>4. Which protected characteristics could be affected by the policy (tick all that apply)</p> <p>Minority Ethnic : x</p> <p>Gender:</p> <p>Disability: x</p> <p>Sexual Orientation:</p> <p>Marriage/civil partnership:</p> <p>Age: x</p> <p>Religion/belief:</p> <p>Transgender:</p> <p>Maternity/Pregnancy:</p>	
<p>5. If the policy is not relevant to any of the protected characteristics listed in part 4. State why and end the process here.</p> <p>N/A</p>	

<p>6. Describe the likely positive or negative impacts the policy could have on the groups identified in part 4</p>	<p>Positive Impacts</p>	<p>Negative Impacts</p>
		<p>Mental Health: Some people may find it difficult to understand the policy or to navigate their way through the process. Support may be required to help.</p> <p>Visual or Auditory Disability: Some people may find it difficult to follow the process due to a sight or hearing</p>

		<p>impairment. Support and assistance may be required and also documentation in braille or BSL translation may be required.</p> <p>Older People: In some instances the complainant may be an older person due to health issues such as dementia. We need to ensure that correct support is put in place and that robust referral mechanisms are available to the relevant agencies.</p> <p>Minority Ethnic: In some instances English may not be the first language of the complainant. Need to ensure adequate support is put in place via translation services to assist the complainant through the process.</p>
<p>7. What actions are required to address the impacts arising from this assessment?</p>	<ol style="list-style-type: none"> 1. Ensure staff have adequate training about mental health issues. 2. Ensure that we have access to translation services. 3. Ensure dementia training for staff. 4. Make sure that we have robust information on support available in the area. 5. Keep records of family support for vulnerable tenants 6. Ensure that adequate information is collected from new tenants around disabilities, vulnerabilities and support. 7. Ensure we offer literature in other formats i.e braille. 8. Have access to BSL translation services. 	

Signed: Linda Chelton

Date: 16.10.20

Please attach the completed document as an appendix to the policy report.