

Equality, Diversity, and Inclusion Policy

The Signing Company is committed to encouraging equality, diversity, and inclusion, both among our workforce and to the customers and members of the public we serve.

Our Focus

We pledge to ensure that any person working with The Signing Company whether as part of the workforce, or, as a customer of our services, will not be disadvantaged directly or indirectly because of a “protected characteristic” as defined by the Equality Act 2010. This means, age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

The Workforce

The Signing Company further pledges to treat any person working with the company either as a Franchisee, Contractor, or any other capacity fairly, and with respect regarding the terms and conditions of their working hours; promoting flexibility in working hours and opportunities to further train and develop. We aim to create a working environment free of bullying, harassment, victimisation, and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued. As such, The Signing Company will take seriously any complaints made against its workforce (including the Director,) regarding the above.

The Signing Company regularly encourages all members of its workforce to feedback complaints and grievances and commits to act appropriately following its obligations in relation to the Equality Act 2010.

Customers & General Public

The Signing Company also commits to providing equal opportunity and access to all children and their parents/carers using the services it offers. We value and respect all racial origins, religions, cultures, and languages. Each person is valued as an individual, without racial or gender stereotyping. We endeavour to provide access and facilities for everyone with additional educational or mobility needs. Our good practice enables people to develop positive attitudes to differences in race, culture, language, and gender.

Feedback

Via our questionnaires, we actively encourage the users of our services to feed back their opinions and experiences of our services. We take all complaints seriously and follow a complaints procedure which is regularly reviewed. We believe that asking customers for their opinions makes good business sense and is an opportunity to ensure that we are truly diverse and inclusive.

Our Pledge

We act on the information, particularly if the issue concerns access, or any barriers to our services. We endeavour to make any reasonable adjustments or changes as appropriate.

Updated Date: 23rd February 2024

Next Review Date: 22nd February 2026