

# EQUAL OPPORTUNITIES AND ANTI-DISCRIMINATION POLICY

Phoenix House is dedicated to a policy of treating all service users equally. No current service user or potential service user will receive less favourable treatment or be thought of differently on the grounds of disability, race, colour, nationality, ethnic origin, sex, sexual orientation, marital status, religion or belief or will be disadvantaged by any means.

All staff has a duty to perform in accordance with Phoenix House 'Equal Opportunities Policy' as laid out in the 'Phoenix House Handbook'.

Phoenix House Complaints Procedure is available to anyone who believes that they may have been discriminated against unfairly.

Any staff or service user of Phoenix House found to have committed any act of discrimination may face disciplinary action. Any reports of discriminatory practice will always be fully investigated and the necessary actions will be taken to prevent reoccurrence. Harassment or bullying is not tolerated.

As a procedure Phoenix House will contact the Advocacy service and the Victim Support Unit to support all victims of discrimination and harassment. Their contact details are listed below.

- Victim Support

Tel: 0121 569 7980 (between 9.30am to 4.30pm Monday to Friday)

Select House

2nd Floor

Popes Lane

Oldbury

West Midlands

B69 4PA

[www.vswmsandwell.co.uk](http://www.vswmsandwell.co.uk)

- Voice Advocacy  
Hallam Street Hospital  
Hallam Street  
West Bromwich  
B71 4NH  
0121 612 8681
- Sandwell Advocacy  
Sandwell Advocacy  
28 Wood Street, Tipton West Midlands DY4 9BQ  
0121 520 8070    E-mail: [sandwelladvocacy@btconnect.com](mailto:sandwelladvocacy@btconnect.com)

Should the need arise, Phoenix House will make all reasonable efforts to relocate victims of discrimination and harassment to a suitable and safe environment.

In some cases, depending on the seriousness of the reported case, Phoenix House may work with the perpetrators to prevent further discrimination.

Where a staff is accused of discriminating against or harassing a service user, the staff will be suspended while a thorough investigation takes place. Should a staff be found guilty of discriminating against or harassing a service user, Phoenix House Disciplinary Procedure will be followed. Depending on the case, Phoenix House may terminate the staff contract of employment with immediate effect.

### ***SERVICE USER REFERRALS***

Referral procedures are reviewed regularly. Potential service user referrals to Phoenix House are considered based on the eligibility criteria and in accordance with our equal opportunity policy. Referrals are considered based on the presenting issues of the service user, the needs of the service user, and careful considerations following an initial risk assessment. All referrals which are accepted are done on an

initial four week probationary period, at the end of which a review meeting and an additional assessment will be carried out.

Although we aim to support as many people with mental health problems as we possibly can, unfortunately we are not able to accept all referrals made to the organisation. In considering referrals for acceptance, our assessment team looks at the needs of the service user and whether Phoenix House will be able to provide the appropriate support for the service user.

If you are unclear or have any concerns about Equal Opportunities, please ask any member of staff to explain our Policy for you.