



Graysons Properties Equal Opportunities Policy

This is the policy of Graysons Properties Letting Agency in respect of discrimination because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

The purpose of this policy is to state our organisation's values on equality and diversity and show how the organisation will put these into practice.

Policy statement

The Letting Agency is the business owned by Mr D Somal & Mr A Ghai.

Graysons Properties recognises and accepts its responsibility to ensure equality and diversity in all areas of operation.

We aim to create an environment for our staff and our residents, that is free from discrimination and harassment in any form, in which staff, customers, landlords, tenants and contractors are treated with dignity and respect.

We will take further action in accordance with the agency's procedure against any employee or resident who breaches this policy.

Definitions

Associative discrimination is treating a person less favourably on basis of a protected characteristic of someone else with whom they are connected.

Direct discrimination is treating a person less favourably on the grounds of a protected characteristic. Disability discrimination is where a person is treated less favourably because of disability. Occasionally a disability can limit a person's capability for some forms of employment.

Discrimination occurs when the treatment of the individual is unfavourable taking into account the disability and any reasonable modifications that can be made to accommodate the disability.

Harassment is a form of discrimination where a person engages in unwanted conduct in relation to a relevant protected characteristic and the conduct has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment. It may involve acts, behavior, comments or physical contact, which are found objectionable, offensive or intimidating by the recipient or a witness.

In deciding whether conduct amounts to harassment each of the following must be taken into account:

- the circumstances of the conduct
- the perception of the recipient or witness
- whether it is reasonable for the conduct to have that effect.



Indirect discrimination is applying a provision, criterion, or practice equally to all, but which would put a person of a protected characteristic group at a greater disadvantage when compared with others.

Perceptive discrimination is treating a person less favourably on basis that they are perceived to possess a protected characteristic. A protected characteristic is age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

If you feel that you are the subject of discrimination or harassment, report the incident as soon as possible by contacting the agency via Graysons Properties App, by emailing the office to info@graysonsproperties.co.uk or calling the office on 01912600680. All complaints must be reported in writing.

Actions In the event of discrimination or harassment complaints

We will adopt this policy and take any allegation seriously. If you make a complaint or allegation of harassment or discrimination, the incident will be investigated thoroughly. You will be informed of the outcome and you will be kept well informed at every stage. Your complaint may be treated as confidential if you request it to be so, but, if you wish us to investigate or take action we will have to involve the alleged perpetrator in the investigation of your complaint, who has a right to give their version of the events. We aim to deal with your complaint as soon as possible and within 20 working days.