



## Strength Shack Equality and Diversity Statement

### **Our commitment to you**

At the Strength Shack we treat all people fairly, irrespective of race, colour, religion, political opinion, ethnicity, nationality, disability, gender, trans-gender, age, sexual orientation, marital status or anything else that serves to make you who you are.

Through our work we embrace diversity and provide equal opportunities for our customers. We support customers from all backgrounds, helping people to fulfil more productive lives and participate in the communities they live in.

We are committed to embracing a culture of diversity awareness, which recognises the importance of equal opportunity. Diversity recognises that we are all different and this involves building an environment where people are respected as individuals and where a diverse range of views, qualities, experiences and contributions are valued.

All individuals who work for balance in any capacity are fully committed to our policies around Equality and Diversity.

Through everything we do, we aim to ensure that:

- we treat you fairly and with respect throughout your time with us
- our services and facilities are easily accessible to everyone
- we provide a safe environment
- we meet your individual needs and do what we can to tailor our service to you
- you are free from harassment or bullying of any kind, and,
- any organisations and individuals we work with share these commitments

### **Our responsibilities**

All our people have a responsibility to ensure we meet these aims. As we continue to grow and develop our business, we will ensure that we maintain these commitments.

We also ask the same from you, our customers. We expect you to show our people and our other customers the same level of respect when you are with us, which will enable each of you to progress, develop and fully contribute to achieving your goals.

### **Your right to challenge**

If you feel we, or another customer has breached this commitment at any time, we want you to tell us. We have a clear complaints procedure, which is available upon request.



You can also raise any concern you may have by:

Speaking to us in person

- Contacting us in the following ways:

Matthew Parker

Tel: 07840266777

Email: [strengthshack@gmail.com](mailto:strengthshack@gmail.com)

### **Delivering on our commitments**

We will regularly review this commitment and monitor whether we are achieving our aims. We continually seek customer feedback in a variety of ways so please do not hesitate to get in touch with suggestions or feedback.

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