

Suggestions and complaints

We welcome any feedback about how we may develop and improve our approach to equality and diversity.

If you think you have not been treated fairly or that we have failed to follow our policy on equality and diversity, please contact us and we will provide you with information on how to make a complaint. You can also call us for a copy of the policy on 01225 366000.

Contact us

Shape Housing Association
The Maltings
River Place
Lower Bristol Road
Bath
BA2 1EP

Tel: 01225 366000

Help with this leaflet

Please contact us if you need large print, audio, Braille or a translation on 01225 366040.

If English is not your first language, and you need a translation of this leaflet, we can get one for you.

HADII AANU LUQADA INGIRISIDU AFKAAGA KOOWAAD AHAYN, AANAD U BAAHAN TAHAY TURJUMAAD BUUGA YAR, WAANU KUU HELI KARNA QOF

ਜੇਕਰ ਅੰਗਰੇਜ਼ੀ ਤੁਹਾਡੀ ਮੁੱਢਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ, ਅਤੇ ਤੁਹਾਨੂੰ ਇਹ ਪਰਚਾ ਤੁਹਾਡੀ ਜ਼ਬਾਨ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ, ਅਸੀਂ ਤੁਹਾਡੇ ਵਸਤੇ ਭੇਜ ਸਕਦੇ ਹਾਂ।

اگر انگریزی آپ کی مادری زبان نہیں ہے اور اس پرچے کا ترجمہ کرنا چاہیں تو ہم میا کر سکتے ہیں

ਜੇ ਅੰਗਰੇਜ਼ੀ ਸਮਝਣੀ ਪਛੇਲੀ ਭਾਸ਼ਾ ਨਾ ਹੋਵੇ, ਅਤੇ ਸਮਝਣੇ ਦੀ ਪ੍ਰਕਿਰਮਾ ਭਾਸ਼ਾ-ਨਿਰਪੇਖ ਹੋਵੇ, ਤਾਂ ਅਸੀਂ ਤੇ ਸਹਾਇਤਾ ਸਕੀਏ।

अगर अंग्रेज़ी आपकी प्रथम भाषा नहीं है, और आपको इस पत्रक के भाषांतर की आवश्यकता हो, तो हम यह आपके लिये के सकते हैं।

如果英語不是您的第一語言，而且您需要這份簡章的翻譯本，我們可以隨時提供您。

NEU ANH VẪN KHÔNG PHẢI LÀ TIẾNG MẸ ĐẸ CỦA BẠN VÀ NẾU BẠN MUỐN CÓ MỘT BẢN DỊCH CỦA TẬP GIẤY NÀY BẰNG TIẾNG CỦA BẠN THÌ CHÚNG TÔI CÓ THỂ CUNG CẤP MỘT BẢN CHO BẠN

ইংরেজী আপনার মাতৃভাষা না হলে এবং আপনার কোন অনুবাদের প্রয়োজন হলে আমরা তা প্রদান করতে সক্ষম।

Se l'inglese non e la vostra prima lingua e vi occorre una traduzione, noi te ne possiamo fornire una

Jezel angielski nie jest twoim podstawowym jezykiem i wymagasz interpretacji, skorzystaj z naszych uslug

Equality and Diversity

This leaflet explains our approach to equality and diversity.

Our aim is to ensure that we treat everyone we work with, and have contact with, fairly.

Our commitment

At Shape Housing Association we are committed to equality and diversity and this has an impact on every aspect of the work that we do:

- It is integral to the type of services we provide and how we provide them.
- It drives the recruitment and development of our staff.
- It influences our relationships with stakeholders, partners, the people we do business with and the community we work in.

Our policies and procedures covering equal opportunity, fair treatment and diversity are regularly reviewed to make sure we meet our moral, business, regulatory and legal requirements, and support our commitment to equality and diversity.

What does this mean in practice?

No individual or group is excluded or receives a lower standard of service because of their race, ethnic or national origin, gender, marital status, religion, age, disability, sexuality, HIV status or appearance when they are:

- Looking for a job
- Seeking accommodation
- Accessing or receiving services
- Applying for contracts

We will not tolerate any form of bullying, harassment or discrimination at Shape Housing Association. Our tenancy and licence agreements have a clause banning any form of harassment for whatever reason and against any individual or group.

All staff receive training in equality and diversity and are expected to behave in a manner that reflects our commitment to fair treatment and respect for everyone they come into contact with during their work.

We make sure that equality and diversity underpins every aspect of staff recruitment, employment, development and training. In addition to this, the people we work with – our contractors, suppliers and partners – must demonstrate their commitment to equality and diversity.

We try to ensure that the composition of the governing body and the workforce fairly represents the communities we work in.

