



## **Diversity and Equality**

Dovecotes TMO is committed to the principles of diversity and equality of opportunity in its governance, the delivery of its services and its employment practices.

Dovecotes TMO aims to ensure that all its customers and employees are dealt with fairly and equitably and it takes into account the diverse nature of their culture and background.

### **What the TMO will do:**

- Provide you with the information you need, in ways that you find easy to understand
- Take into account any particular need(s) you have, when we let you one of our properties and once you have become one of our tenants.
- Take prompt and effective action if you face harassment where you live.
- Make sure that our reception area is easily accessible.
- Work with approved contractors and other agencies that share our commitment to be fair to all.

When we write policies and procedures, we will

- Make sure all our policies, procedures and practises do not discriminate on any grounds

- Monitor our services to make sure that there is no significant difference in satisfaction levels for all our customer groups.
- Welcome customers' complaints in order to develop our services to suit the needs of a diverse community.

When we address issues of anti social behaviour, we will

- Deal with reported incidents of all forms of anti social behaviour, harassment, racial harassment and domestic violence efficiently and sensitively.
- Monitor all forms of anti social behaviour, harassment, racial harassment and domestic violence sharing relevant and appropriate information with other agencies as and when required.

### **What we expect of you**

Treating everyone fairly is a two way process. We will do all we can as an organisation to promote equality of opportunity. We welcome our customers to share our commitment and put them into practice throughout their tenancy.

### **Customer Satisfaction**

We seek the views of customers from all sections of the community, welcoming feedback and new ideas to assist us improve and develop our services including our approach to equal opportunities.

If you feel you have been unfairly treated, please tell us about it.

### **Contact Details:**

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