

## Equality Analysis

### Equality Analysis (EA) for Policies

The Public Sector Equality Duty (section 149 of the Equality Act 2010) requires public authorities to have due regard for the for need to achieve the following objectives in conducting their functions:

- a) Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010.
- b) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
- c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Please refer to Equality Analysis Step-Wise Guide for Policies when completing this form

<b>Policy Name</b>	Listening and Responding to Complaints and Concerns	
<b>Policy Overview</b>	Policy details the process and expectations for managing complaints and concerns.	
<b>Relevant Changes</b> (if any)	N/A	
<b><u>Equality Relevance</u></b>  Select LOW, MEDIUM, or HIGH	LOW	
If the policy is LOW relevance, you <b>MUST</b> state the reasons here.	There is no potential for adverse impact to protected groups. Equality data is obtained at the start of the process, and any reasonable adjustments needed are provided.	
<b>Form completed on:</b>	Date: 15/08/2024	
<b>Form completed by:</b>	Name: Jodie McIlwain	Job Title: Head of Complaints

If LOW relevance, proceed to Approval and Ratification Section. No further information required

### If MEDIUM or HIGH Equality Relevance, complete all sections

Equality Indicators	Protected Characteristic	Mitigation
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<p>Identify the equality indicators which will or could potentially be impacted by the policy and include details of how they may be impacted.</p> <p>(Use <b>Equality Relevance</b> to assess the impact on each protected characteristic)</p>	<p>Age <input type="checkbox"/></p> <p>How: Click here to enter text.</p>	Click here to enter text.
	<p>Disability <input type="checkbox"/></p> <p>How: Click here to enter text.</p>	Click here to enter text.
	<p>Gender reassignment <input type="checkbox"/></p> <p>How: Click here to enter text.</p>	Click here to enter text.
	<p>Marriage &amp; Civil Partnership <input type="checkbox"/></p> <p>How: Click here to enter text.</p>	Click here to enter text.
	<p>Pregnancy or Maternity <input type="checkbox"/></p> <p>How: Click here to enter text.</p>	Click here to enter text.
	<p>Race <input type="checkbox"/></p> <p>How: Click here to enter text.</p>	Click here to enter text.
	<p>Religion or Belief <input type="checkbox"/></p> <p>How: Click here to enter text.</p>	Click here to enter text.
	<p>Sex <input type="checkbox"/></p> <p>How: Click here to enter text.</p>	Click here to enter text.
	<p>Sexual Orientation <input type="checkbox"/></p> <p>How: Click here to enter text.</p>	Click here to enter text.
	<p>Human Rights (FREDA principles) <input type="checkbox"/></p> <p>How: Click here to enter text.</p>	Click here to enter text.
<p><b>Equality Information &amp; Gaps</b></p> <p>What equality information is available for protected groups affected by the policy?</p> <p>If nonavailable, include steps to be taken to fill gaps.</p>	Click here to enter text.	

<p><b>Stakeholder Engagement</b></p> <p>What stakeholders are engaged to help understand the potential effects on protected groups? See <b><u>Gunning Principles</u></b> for public consultation requirements. <b>How has consultation influenced the policy?</b></p>	<p>Click here to enter text.</p>	
<p><b>Interdependency</b></p> <p>How will this affect other policies, projects, schemes from an equality perspective?</p>	<p>Click here to enter text.</p>	
<p><b>Public Sector Equality Duty</b></p> <p>Include a summary of how each of the PSED requirements have been considered in order to demonstrate compliance with the Act.</p>	<p>a) Eliminate discrimination, harassment, victimisation etc Click here to enter text.</p>	
	<p>b) Advance equality of opportunity Click here to enter text.</p>	
	<p>c) Foster good relations Click here to enter text.</p>	
	<p>Has the Public Sector Equality Duty been met? Yes <input type="checkbox"/> No <input type="checkbox"/></p>	
<p><b>Monitoring</b></p> <p>Include details of how the equality impact will be monitored.</p>	<p>Click here to enter text.</p>	
<p><b>Review of Equality Analysis</b></p> <p>(If indicated)</p>	<p>Rationale for review: Click here to enter text.</p>	
	<p>Changes made: Click here to enter text.</p>	<p>Reason for change: Click here to enter text.</p>

If **MEDIUM** or **HIGH** relevance, the EA should be reviewed annually. Complete Approval and Ratification Section.

Approval & Ratification of Equality Analysis		
<b>Policy Author:</b>	Name: Jodie McIlwain	Job title: Head of Complaints
<b>Approval Committee:</b>	Quality Governance Group	Date approved: 01/08/2024
<b>Ratification Committee:</b>	Quality Governance Group	Date ratified: 01/08/2024
<b>Person to Review Equality Analysis:</b>	Name: Fleur Jones	Review Date: 03/09/2024
<b>Comments:</b>	N/A	