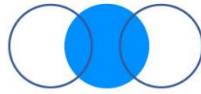


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Title	Access to Service - Non Discrimination Policy
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Prepared by	Stuart Hanson
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ACCESS TO SERVICE - NON DISCRIMINATION POLICY

Statement of Intent

This policy aims to ensure that no client, mediator, supervisor, supervisee, trainee, trainer, trainee, employees, contractors, sub-contractors or customer suffers discrimination on the grounds of gender, race, culture, religion, nationality, age, disability, sexuality, class, political affiliation, marital, parental or financial status. No-one should be disadvantaged by conditions or requirements which cannot be justified. Direct Mediation Services believes that failure to provide equal opportunities for no client, mediator, supervisor, supervisee, trainee, trainer, trainee, employees, contractors, sub-contractors or customer is failing the ethos of Direct Mediation Services. Thus all forms of discrimination are opposed.

Definition of Terms

Direct Discrimination: Refers to treating a person less favourably than others in similar circumstances.

Indirect Discrimination: Refers to the application of requirements which intentionally or not, have an adverse effect on one particular group.

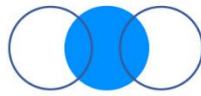
Harassment: Is any behaviour, deliberate or otherwise, which is unwarranted, unwelcome, found to be offensive, objectionable, upsetting or embarrassing to the recipient.

Victimisation: Treating a person less favourably than others because he/she has exercised his/her rights under this policy.

Responsibilities of Direct Mediation Services

1. To promote equal opportunities for all.
2. To make this policy known to all individuals and groups who work with, for or on behalf of Direct Mediation Services.
3. The language of all the Direct Mediation Service's official documents shall be non discriminatory and adhere to all aspects of this stated equal opportunities policy.
4. All policies and practices operated by Direct Mediation Service will recognise and adhere to stated equal opportunities policy.
5. To examine and review this policy on a regular basis. Monitoring to ascertain its effectiveness and to make any necessary changes.

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Responsibilities of all working in or for Direct Mediation Services

1. All working in or for Direct Mediation Services will cooperate fully with this equal opportunities policy.
2. Not to discriminate.
3. Not to attempt to encourage others to discriminate.
4. Not to physically or psychologically harass, abuse or intimidate others.
5. To complain to the CEO of Direct Mediation Services about any act of discrimination.

Advertising

Direct Mediation Services will promote its organisation and services in a wide variety of publications, including electronic forms.

Advertising undertaken by Direct Mediation Services will seek to fulfil all aspects of the equal opportunities policy.

Recruitment

All perspective mediators, supervisors, mentors, trainers, employees, contractors, subcontractors will apply through recognised channels. There will be a standard selection procedure and people will be appointed according to merit, experience and personal qualities. Gender, race, culture, religion, nationality, age, disability, sexuality, class, political affiliation, marital, parental or financial status will not be taken into account.

Mediators, supervisors, mentors, trainers, employees, contractors, sub-contractors will be made aware of the equal opportunities policy.

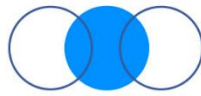
Practical Working Attitudes

All clients and those using our service will be equally accepted regardless of their gender, race, culture, religion, nationality, age, disability, sexuality, class, political affiliation,

marital, parental or financial status. Mediators, supervisors, mentors, trainers, employees, contractors, sub-contractors should be as aware as possible of cultural differences and not make assumptions about clients, supervisees, trainees and others Direct Mediation Services has dealings with. Stereotypical thinking should be avoided.

Attention should be directed to the language used. Direct Mediation Services wishes to be aware of cultural variables with all those with whom it works.

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Direct Mediation Services will not reveal discriminatory information about its Mediators, Supervisors, Trainers or Mentors to clients – in practice this means that the clients will not be told the race, sexual orientation or any other discriminatory information about the counsellor, supervisees, mentors and trainers. At the same time Direct Mediation Services recognises that there are some circumstances where a client will request a mediator, supervisor, trainer or mentor of a particular race, gender, sexual orientation or the like. Such requests can be met if Direct Mediation Services feels that there are genuine reasons and the request is not based on discrimination.

Grievances

Any grievances regarding discrimination should be taken to the CEO of Direct Mediation Services and the grievance will be discussed at the business's management meetings. All grievances will be treated in strictest confidentiality. After a period of consultation appropriate action will be taken.

Enforcement and Redress

If employees unfairly or unlawfully discriminate against another employee, induce others to practice unfair or unlawful discrimination, or fail to co-operate with measures designed to promote equal opportunity, they will be subject to disciplinary action which could result in summary dismissal without notice. Similarly, it is unlawful to victimise someone because he or she has alleged discrimination or supported someone to make a complaint or given evidence in relation to a complaint. Employees who victimise another employee for any of these reasons will be subject to disciplinary action, which could result in summary dismissal without notice. If employees consider they have been unlawfully or unfairly discriminated against, they have recourse through our grievance procedure.

All mediation work undertaken by Direct Mediation Services is subject to appropriate codes of ethics (Family Mediation Council) and this offers an alternative complaint route for those wishing to use it.

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