

## **Equal Opportunities Policy Statement**

### **Introduction**

Chippenham Link scheme is aware that discrimination exists within society as a result of prejudice on grounds of race, culture, religion, gender, sexuality, disability, age and class. Our commitment is to ensure that our policies and procedures enable all sections of the community served to participate in the running of the scheme in an equal and fair way.

The Equal Opportunities Policy applies to all Chippenham Link volunteers including Officers and members of the Management Committees as well as to all users of the Link Scheme (see also the policy on eligibility criteria). Volunteer recruitment procedures are in place and opportunities for discussion and support are arranged on a regular basis. It is hoped that all volunteers will feel they belong to a scheme that believes in and practices an anti-discriminatory approach to its members.

### **Volunteers**

A process is in place which is followed for the recruitment of all Chippenham Link Volunteers. References are sought, a Disclosure Barring Service (DBS) check is undertaken and driving details are confirmed during the recruitment process.

All volunteers are given the opportunity to attend training courses and other events where they are given the chance to meet, socialise and share experiences and information with other Chippenham Link Volunteers. All expenses are reimbursed.

All Volunteers are members of the Chippenham Link Transport Scheme and have a right to vote at the annual general meeting and any special meetings. Any volunteer wishing to serve as a management committee member should approach the Chairperson.

The Volunteer Recruitment and Support Officer will represent volunteers at management committee meetings.

Any issues of concern may be discussed in confidence with the Volunteer Recruitment and Support Officer and may be referred to the Management Committee if necessary. A Chippenham Link Volunteer Grievance Procedure is in place for any volunteer who feels they have been unfairly treated.

### **Clients**

Chippenham Link Scheme offers a good neighbour service to any person within the local community who is in need either because they are elderly, disabled, on low incomes, single parents or perhaps are temporarily in need because of illness (see eligibility criteria). Each request for help will be dealt with fairly and promptly, with the aim of providing a quality service at all times. The service is subject to the availability and skills of the volunteers.

A complaints procedure is in place for any user or potential user who feels dissatisfied with the way they have been treated.