

## Overview

The Broomhall Centre is committed to providing an environment where all staff, volunteers and users of the community centre can enjoy fair and equal treatment regardless of age, gender, nationality, religion, sexual orientation, disability and other potentially discriminatory factors, as laid out in our Equal Opportunities Policy. Furthermore, the Broomhall Centre embraces and acknowledges the benefits of diversity i.e. recognizing and making use of the individual's worth, and actively encourages all staff, volunteers and centre users to embrace and acknowledge the benefits of diversity amongst their respective groups as well as the Broomhall Centre as a whole.

These benefits include: a more cooperative working environment, improved user satisfaction and staff morale as well as higher attendance rates, a greater communal feeling of centre users, staff and volunteers, an improved reputation of the Broomhall Centre leading to more people using the centre, and more funding opportunities. Hence diversity will contribute to the centre's objective of promoting the benefit of the inhabitants of the Broomhall district in terms of better living conditions and education in a common effort.

## Implementation

The Broomhall Centre aims to implement its Diversity Policy by:

- Effectively communicating this policy to staff, volunteers and user groups throughout the community centre, so that the principal values of diversity will come to underlie and thus shape the thinking, behaviour and actions of all staff, volunteers and user groups
- Offering help and advice on how to interpret this policy in real-life situations
- Encouraging staff, volunteers and centre users to report breaches of this policy to the centre manager, secretary or chair either verbally by phone or in writing by email, letter or via the Broomhall Centre's Complaints Form
- Implementing a thorough investigation of all reported complaints in line with the Broomhall Centre's Complaints Procedure to resolve the complaint speedily and fairly to the mutual satisfaction of all parties involved
- Monitoring the diversity levels of staff, volunteers and users through collecting statistical information to identify improvements, and reviewing this policy
- Making the policy available to the local community to help reshape the attitudes of those non-users who refrain from using the centre due to a fear of discriminative practices

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