



# St Erme Medical

Treating patients as individuals

**St Erme Medical**  
St Erme, Truro TR4 9BW  
P. 01872 630080  
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## **EQUAL OPPORTUNITIES/ANTI-DISCRIMINATION (SERVICE PROVISION) POLICY**

### **Introduction**

The term 'visitor' used below refers to anyone (including patients and their family members, other visitors and contractors) making use of the practice's premises and services (except employees for whom the Equal Opportunities/Anti-Discrimination Staff Policy applies).

St Erme Medical:

- will ensure that all visitors are treated with dignity and respect
- will promote equality of opportunity between men and women
- will not tolerate any discrimination or perceived discrimination against, or harassment of, any visitor for any reason of age, sex, gender, marital status, pregnancy, race, ethnicity, disability, sexual orientation, religion or belief
- will provide the same treatment and services (including the ability to register with the organisation) to any visitor irrespective of age, sex, marital status, pregnancy, race, ethnicity, disability, sexual orientation, medical condition, religion or belief

The organisation actively promotes and supports the ethos and the requirements of the Equality Act 2010.

### **Procedure**

#### **1. Discrimination by the St Erme Medical or Visitors / patients against you**

If you feel discriminated against:

- you should bring the matter to the attention of DR SARAH JANE GRAY
- DR SARAH JANE GRAY will investigate the matter thoroughly and confidentially within 3 working days
- DR SARAH JANE GRAY will establish the facts and decide whether discrimination has taken place and advise you of the outcome of the investigation within 10 working days

If you are not satisfied with the outcome, you should raise a formal complaint through the Organisation's Complaints Procedure



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## 2. Discrimination against the Practice's staff

The practice will not tolerate any form of discrimination or harassment of our staff by any visitor. Any visitor, who expresses any form of discrimination against, or harassment of, any member of our staff, will be required to leave the organisation's premises forthwith. If the visitor is a patient, he/she may be removed from the list of patients if any such behaviour occurs on more than one occasion.