

Service standard: Treating people fairly

A customer guide on how we will ensure that we're treating people fairly.

We are committed to being fair and respectful to everyone we come into contact with.

This includes, but is not limited to, compliance with the requirements of the Equality Act (2010) which protects people from discrimination in the workplace and in wider society. The Act covers: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

This applies to:

- Everyone applying to us for housing or support.
- Existing customers and any other people who use our services.
- Everyone applying for a job or contract with us.
- Existing colleagues, volunteers and board and committee members.

- Provide all the information you need in ways that you find easy to understand.
- Take account of any particular needs you have if we let you one of our properties.
- Take quick and effective action if you face abuse or harassment where you live.
- Only work with contractors and other agencies who share our commitment to be fair to everyone.
- Work with the customer panels to make sure that our services are fit for customers with additional needs.
- Provide a range of opportunities to feedback on our services.

If you apply for a job at NCHA, we will:

- Recruit and promote you based only on your ability.
- Provide training and other opportunities to help you develop your talents.
- Make sure you have all the necessary equipment and reasonable adjustments you need to do your job effectively.
- Take quick and effective action and provide support if you face abuse or harassment at work.

What we will do

If you are one of our customers or if you apply to live in one of our properties or for our support services, we will:

- Provide good, accessible services with a range of ways for you to contact us.
- Be respectful and fair to you, upholding relevant codes of conduct and professional standards.

What we expect from customers

Treating everyone fairly is a two-way process. We expect customers and others to:

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- Treat people as you wish to be treated, by behaving respectfully to your neighbours, our colleagues and those working on our behalf.
- Not threaten, abuse or harass our colleagues or make unreasonable persistent demands on them. Harassment, including sexual harassment, is defined as unwanted conduct that has the purpose of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person.
- Use the appropriate channels for concerns they have (e.g. complaints procedure).
- Work with us to find solutions to problems or concerns (e.g. working with an advocate or mediation).
- Uphold the conditions of your tenancy agreement, and understand that not doing so may adversely affect your tenancy and/or impact how we communicate with you (e.g. restricting contact, issue warnings or take legal action).

How we monitor these service standards

We will monitor and review all feedback to improve the services we provide. To support this we work with customer groups to monitor and improve services.

More information

If you don't think we're meeting the standards set out above please let us know.

Email info@ncha.org.uk to get in touch with us. Alternatively you can call us on 0800 013 8555.

Translation

By request we'll do what's reasonable to provide copies of documents in another language or format.