

Name of policy/procedure/strategy: Conflict & Complaints Resolution	
School/Directorate: Director of People	
Name of policy/procedure/strategy owner: Adrian Lui, Equality & Diversity Advisor	
Date of Assessment: April 2013	
1. Briefly describe the aims, objectives and purpose of the policy/procedure/strategy.	To formally address and resolve staff complaints in a fair, equitable, and consistent manner.
2. What are the intended outcomes?	To ensure fairness, equity and transparency in dealing with complaints.
3. Who are the main stakeholders? (e.g. staff, students, visitors)	Court, Executive, Management, Staff and Staff representatives.
4. How does the policy/procedure/strategy take into account different needs and circumstances (e.g. Ethnicity: cultural sensitivities, plain English; Disability: Alternate/ accessible formats; Gender: inclusive to women and men; Sexual Orientation; Faith or Belief, religious practices; Age: needs of younger and older people)?	<p>This policy aims to support the principles of equality and diversity, and ensure that staff and students are not discriminated against through addressing complaints.</p> <p>This policy applies to all staff and students irrespective of personal characteristics or circumstances. However, the policy appears flexible in terms of taking into account the different needs of staff and students.</p>
<p>5. What is the likely impact on the general duty to have <i>due regard</i> to the need to eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Equality Act?</p> <p><i>E.g. Is there evidence to indicate that the policy may result in less favourable treatment for particular groups?</i></p>	There is likely to be a positive impact as the Policy supports staff who may have experienced harassment and discrimination.

<p>6. What is the likely impact on the general duty to have <i>due regard</i> to the need to advance equality of opportunity between people who share a protected characteristic and people who do not share it?</p> <p><i>E.g. Is there evidence to show that the policy helps to remove disadvantage or encourages the participation of particular groups?</i></p>	<p>There is likely to be a positive impact as the Policy supports staff who may have experienced harassment and discrimination.</p>
<p>7. What is the likely impact on the general duty to have <i>due regard</i> to the need to foster good relations between people who share a protected characteristic, or not?</p> <p><i>E.g. Is there evidence to illustrate that the policy helps to tackle prejudice or promote understanding?</i></p>	<p>There is likely to be no impact.</p>
<p>8. How will any negative impact identified above be addressed?</p>	<p>Although the policy itself is free from discrimination overall, ultimately it is the application and implementation of the policy that provides the scope for discrimination e.g. prejudices or attitudes of those involved in the decision making process. Therefore, there is potentially a training and development issue for those involved in implementing the policy and making judgments on claims.</p>
<p>9. What is the overall impact rating? (Choose one rating)</p>	<p>Low - There is little or no evidence that some people from different groups are (or could be) differently affected (positively or negatively).</p>
<p>10. How will the results of the equality impact assessment be published?</p>	
<p>11. How will the implementation of the policy, procedure, strategy and its impact on equality be monitored and reviewed?</p>	