

CARE TO TALK COUNSELLING

EQUALITY, DIVERSITY AND INCLUSION POLICY

This policy outlines Care To Talk Counselling's commitment to fostering an inclusive, respectful and non-discriminatory environment for all its clients. Care To Talk Counselling strives to ensure that everyone who engages with the practice is treated with dignity, fairness, and respect, irrespective of their background, identity or circumstances. This policy applies to all clients who engage with private practice.

Legal Framework

Care To Talk Counselling adheres to the legal requirements outlined in the Equality Act 2010 and other applicable laws. Care To Talk Counselling is committed to upholding its professional body's ethical guidelines, currently NCPs. This prohibits any form of discrimination based on the protected characteristics of this act.

Commitment to Equality, Diversity and Inclusion

Care To Talk Counselling aims to make its private practice as accessible to everyone as possible. This includes making reasonable adjustments when it can for clients with disabilities.

Care To Talk Counselling holds sessions exclusively via an online platform.

Care To Talk Counselling will also offer clear, transparent communication to ensure all clients understand their rights and responsibilities. Through good communication with the client at the time of booking, the service will aim to minimise potential barriers to counselling, such as cost, location, or accessibility. The service offers concessionary rates for clients on low income and students.

The service recognises and celebrates diversity in all its forms. It values the richness that different life experiences, cultures and perspectives bring to the practice. To this end, it will create a welcoming and safe space for all clients from all backgrounds. It will respect cultural, religious and social differences in the therapeutic work. It will regularly review its practice to ensure that it is inclusive, and will evaluate its marketing materials, physical environment and communication approaches to ensure they reflect diversity.

Care To Talk Counselling strongly believes that inclusion goes beyond non-discrimination. It aims to create an environment where everyone feels they belong. It commits to encouraging open and respectful dialogue within therapy recognising the impact that social structures such as race, gender, class etc. may have on a client's experience.

The service is committed to continuing to educate itself on issues of power, privilege and oppression and how these factors may play out in the therapeutic relationship. It will provide opportunities for clients to provide feedback about their experience within its private practice and will use that feedback to enhance inclusivity efforts.

Zero Tolerance of Harassment and Discrimination

Care To Talk Counselling has zero tolerance for any form of harassment, bullying or discrimination. This includes any inappropriate behaviour based on the above-protected characteristics listed. Any reporting of complaints regarding discrimination or harassment will be dealt with swiftly and confidentially with appropriate action taken to resolve the matter.

Training, Development & Monitoring

Care To Talk Counselling will engage in ongoing training on equality, diversity and inclusion. The service will engage in continuous Continual Professional Development to keep up to date with best practices in EDI.

Care To Talk Counselling is committed to regularly reviewing this policy to ensure that it remains effective and relevant to the needs of its clients. It will collect and review feedback to see areas where it can improve inclusivity. It will ensure that any updates to legislation or ethical guidelines are reflected in this policy.

Feedback and Complaints

Care to Talk Counselling welcomes feedback from clients who feel they have been subject to discrimination or unfair treatment and are encouraged to raise concerns through its complaints process. It will manage these complaints with sensitivity, and confidentiality and it will ensure that appropriate action is taken where necessary.