

**Facilitated**

**Learning and Development for People that Care**



# Equality and Diversity Policy Statement

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Facilitated is committed to providing high quality learning and development services through understanding and meeting individual customer needs and aspirations. We know that these differ from client to client, so we will adjust our services accordingly to ensure that they all have a fair and open chance to use and benefit from our services.

Our commitment means understanding and meeting the needs of customers regardless of race, ethnic origin, nationality, religion, cultural background, sex, sexuality, disability, domestic circumstances, illness (such as HIV or AIDS status), age, membership of trade unions or political beliefs.

We deliver a wide range of services directly to customers and through contracts with associates. We will ensure that we delivering a service that meets all legislative requirements in addition to meeting diverse learning and development needs.

In the event of a client feeling that our services have not been in line with this policy they should write a letter of complaint to the company and every reasonable endeavor will be made to remedy the infringement. This will contribute to Facilitated's commitment to constantly improve its services.

Signed: *Rachel White*

Date: 22 August 2008

Date for Review: 22 August 2009