



## EQUAL OPPORTUNITIES POLICY TOWARDS CLIENTS

Cogwheel Counselling is a counselling charity underpinned by a Christian ethos. We offer a counselling service to the whole community that is based on a combination of the professional counselling training of our counsellors and our belief in principles and faith. This service is offered for the benefit of all people (including families and children) irrespective of class, age, gender, financial situation, race, religion, physical disability or sexual orientation. No person requiring services from Cogwheel will be treated less favourably than any other person on any grounds.

We seek to ensure that the service meets our aims of equality and respect towards our clients in the following ways:

- a. We collect and monitor records showing details of people in receipt of the service in terms of gender, financial situation, race, religion, disability and age. We seek to do this in a nonintrusive way, such records are confidential and are kept within the guidelines of the Data Protection Act.
- b. Some of the people who use our service are quite vulnerable. As a Christian organisation we seek to provide a service that promotes the wellbeing, safety and integrity of all our clients. As a part of this policy we do not seek to proselytise our clients.
- c. We have a complaints procedure that provides a framework for any complaint from our service users to be properly investigated.
- d. The implementation and monitoring of this equal opportunities policy is the responsibility of the Head of Counselling in consultation with the Staff and Trustees of The Cogwheel Trust