



Dugdale Cleaning Ltd (trading as QCleaning Stockport)

Equality & Diversity Statement

At Dugdale Cleaning Ltd we seek to develop a work environment where we treat all customers, colleagues and clients as individuals, fairly and in a consistent way. We work within the spirit and the practice of the Equality Act 2010 by promoting a culture of respect and dignity and actively challenging discrimination should it ever arise. We will remove unnecessary barriers for any potential customers or clients seeking our services ensuring we give the same opportunity of access to our services for all.

We consider diversity to mean celebrating difference and valuing everyone. Each person/community are individuals with visible and non-visible difference and by respecting this everyone can feel valued. It's not about treating everyone the same, but about treating everyone according to their needs regardless of who they are.

Commitment

Dugdale Cleaning limited will not commit any acts of discrimination against a colleague, customer, client or visitor because of a protected characteristic.

Dugdale Cleaning ltd is committed to comply with relevant legislation and follow the guidance and codes of practice recommended by current Housing Regulatory Bodies and the Equality and Human Rights Commission. We understand that we may be required to participate in training and development activities from time to time, to encourage the promotion of the principles of the Equality and Diversity policy.

Employees of Dugdale Cleaning Ltd have a duty to co-operate with the Equality & diversity statement set out, to ensure that this policy is effective in ensuring equal opportunities and in preventing discrimination, harassment or bullying. Action will be taken if any employee who is found to have committed an act of improper or unlawful discrimination, harassment, bullying or intimidation. Serious breaches of this equal opportunities and dignity at work statement will be treated as potential misconduct and could render the employee liable to summary dismissal.



Monitor

Dugdale Cleaning Ltd will provide feedback questionnaires & follow up calls to clients & individual customers to gather information on customer satisfaction and to ensure all customers & clients are being treated effectively according to their needs.