



Hill Counselling Service

Your Source for Personal Growth

Equality and Diversity Policy

Hill Counselling Service are committed to the promotion and development of Equality and Diversity. We work under a statutory duty in line with the Equality Act (2010) which recognises the following protected characteristics: age, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex (gender), sexual orientation and disability. We ensure that all clients have access to our service, in circumstances where there are accessibility factors, online counselling sessions will be offered.

Responsibilities

- Hill Counselling Service will promote equality and diversity needs within the service.
- Clients wanting to access Hill Counselling Service will be considered on the basis of a need and availability and not because of disability, age, sex, race, religion or belief, pregnancy or maternity, marriage or civil partnership, gender reassignment and sexual orientation.
- Any referrals to external agencies/organisations made outside of the counselling service will be chosen through specialism, quality and in the best interests of the client's needs.
- Hill Counselling Service work within the British Association of Counselling and Psychotherapy Ethical Framework (2018) where counsellors are obliged to be just, fair and non-judgemental to all clients whilst respecting their human rights and dignity.

The Counselling Room

- Sessions with Hill Counselling Service are held within a summer house within the garden of 96 Rhode Lane, Bridgwater, Somerset, TA6 6HY. Accessible parking is available within a short distance and a level pathway leads to the room. There are two small steps at the entry to the room which will need to be navigated. Should mobility/accessibility be problematic online sessions will be offered. The room itself offers a quint and cosy feel which is fully heated/air conditioned. Unfortunately, at this time no toilet facilities are available.

Raising Concerns

- Hill Counselling Service will not tolerate harassment, victimisation or discrimination towards any party both within the service and those accessing it. Clients who feel they have been harassed or discriminated against may raise the issue with the

counsellor in the first instance. If you feel your concern has been managed in an unsatisfactory way you can contact the British Association of Counselling and

Psychotherapy, the form and procedure can be found here:

<http://www.bacp.co.uk/crs/complaints.php>