

Making a complaint

If you feel you are being harassed or discriminated against, please tell someone you trust, as soon you as you can.

If you don't feel you can talk to anyone, a leaflet called '[Have your say](#)' is available which tells you what else you can do to be heard. '[Have your say](#)' is available at the Hospice reception areas and via the 'Patient information hub' on our website www.stoswaldsuk.org

All complaints with regard to discriminatory treatment will be treated sensitively, and investigated confidentially, thoroughly and in a timely manner.

All instances of such behaviour or alleged behaviour will be taken seriously and fully investigated.

Equally an allegation of harassment and/or discrimination must not be made maliciously.

Making a complaint

All staff and volunteers have a duty to report any discrimination or suspected discrimination occurring at St Oswald's, whether by colleagues, visitors or contractors.

Details of any complaints made on the grounds of discrimination will be kept by the Human Resources Department and presented to the Hospice Management Team.

This leaflet can be made available in a range of formats. Please ask a member of staff if you need a different format. Thank you.

We are a registered charity and rely on voluntary donations and legacies to enable us to care for patients and families.

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Equality and Diversity

at St Oswald's



Supporting equality and diversity

St Oswald's supports the principle of equality and diversity.

This means we are committed to ensuring that everyone who engages with the Hospice is treated with dignity, fairness and respect.

This is irrespective of their age, gender, race, sexual orientation, marital or civil partnership status, religion or beliefs.

Our legal and moral responsibility

We have a legal and moral responsibility for ensuring that discrimination does not occur and that there is an effective policy in place which we monitor and review regularly.

We have a responsibility to provide an environment free from unlawful direct or indirect discrimination, harassment or victimisation.

Unacceptable behaviour

Harassment and discrimination may take many forms.

It can be directed towards both men and women. It may relate to someone's race, age, sexual orientation, religion, physical or mental attributes or some other personal characteristic.

Harassment and discrimination may involve action or inaction, bullying behaviour, exclusion, comment or physical contact that the recipient finds objectionable, unwanted or offensive.

It may result in the recipient feeling threatened, humiliated, dejected, patronised, demoralised or less confident in their ability.

Condoning such behaviour may also be harassment and/or discrimination in itself.

Unacceptable behaviour

Some examples of unacceptable conduct are:

- Verbal abuse, or insulting behaviour
- Jokes relating to an individual's protected characteristic
- The display or circulation of abusive material
- Threatening, bullying or coercive behaviour
- The ridicule of an individual on grounds of them having a personal characteristic
- Unsolicited or unwelcome advances, including touching, staring or commenting
- Comments of a sexual nature about a person's appearance