



## Our equality, diversity and inclusion policy

Name of organisation: Crick Village Hall

Approved by: Crick Village Hall Management Committee & Trustees

Date approved: 1 July 2026

Review date: 1 July 2027

### 1. Purpose

Crick Village Hall is committed to promoting equality, valuing diversity, and creating an inclusive environment for everyone who uses, manages, volunteers for, visits, or hires the hall.

As a village hall, we aim to be a welcoming community space that is open and accessible to all members of the community. We will not tolerate unfair discrimination, harassment, bullying, or exclusion.

### 2. Scope

This policy applies to:

- committee members, trustees, and volunteers
- hall users, visitors, and members of the public
- hirers of the hall and people attending activities or events
- contractors, suppliers, and anyone acting on behalf of the hall

This policy applies to decisions about:

- volunteering and participation in hall management
- use and hire of the hall
- events, activities, and services delivered at the hall
- communications and publicity
- complaints, conduct, and behaviour within the hall environment

### 3. Our commitment

We are committed to:

- treating everyone with fairness, dignity, and respect
- encouraging an environment where people from all backgrounds feel welcome
- making reasonable efforts to remove barriers to participation
- considering accessibility in how the hall is run and used
- responding seriously and appropriately to concerns about discrimination, harassment, or exclusion
- promoting a culture of respect among volunteers, hirers, and hall users

We recognise that people may face disadvantage or exclusion for different reasons, and we will work to ensure our hall is as inclusive as reasonably possible within our resources and responsibilities.

### 4. Equality and discrimination

We will not unlawfully discriminate against any person because of a protected characteristic under the Equality Act 2010, including:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race, including colour, nationality, and ethnic or national origin
- religion or belief
- sex
- sexual orientation

We will also seek to avoid unfair treatment based on socio-economic background, caring responsibilities, or other circumstances that may create barriers to participation, even where these are not protected characteristics under the law.

### 5. What this means in practice

In running the hall, we will aim to:

- provide equal access to hall facilities and services, as far as reasonably practicable

- make decisions about hall hire fairly and consistently
- communicate clearly and respectfully with all users
- consider reasonable adjustments for disabled people where possible
- challenge inappropriate behaviour and discriminatory language
- ensure volunteers are treated fairly and are able to contribute without facing exclusion or prejudice
- consider affordability, access, timing, and communication needs when planning hall activities

Examples of inclusive practice may include:

- providing information in plain English
- considering physical access needs
- allowing assistance dogs where appropriate
- thinking about hearing, visual, mobility, and neurodiversity-related needs
- being mindful of cultural and religious needs where practical
- offering a clear way for concerns to be raised

## 6. Reasonable adjustments and accessibility

We will make reasonable adjustments where we can to reduce disadvantage for disabled people using the hall or taking part in hall activities.

This may include, where reasonable and practicable:

- sharing information in accessible formats
- adapting communication methods
- considering seating layouts, access routes, and signage
- allowing extra time or flexibility in arrangements
- discussing individual access needs in advance where possible

Where a requested adjustment is not possible, we will explain why and consider whether there is an alternative way to support access.

## 7. Expectations of volunteers, hirers, and users

Everyone involved with the hall is expected to:

- treat others politely and with respect
- avoid discriminatory, harassing, intimidating, or offensive behaviour

- support an inclusive and welcoming atmosphere
- follow this policy and any related hall policies, rules, or hiring conditions
- raise concerns responsibly and in good faith

Hirers are responsible for ensuring that events and activities held in the hall are run in a way that is consistent with this policy and with the law.

## 8. Harassment, bullying and unacceptable behaviour

We will not tolerate:

- racist, sexist, homophobic, biphobic, or transphobic language or behaviour
- disability-related harassment or mockery
- unwanted conduct related to religion, belief, age, or any other protected characteristic
- bullying, intimidation, humiliation, or exclusion
- retaliation against someone who raises a concern or supports a complaint

Concerns of this kind will be taken seriously and dealt with promptly, fairly, and proportionately.

## 9. Recruitment and involvement of volunteers

Where the hall recruits or appoints volunteers, committee members, or trustees, we will aim to do so fairly and transparently.

We will:

- focus on the skills, experience, and commitment needed for the role
- avoid unfair barriers to involvement
- encourage participation from a wide range of people in the community
- make reasonable adjustments where appropriate to support volunteering
- seek to ensure that decisions are made objectively and in the best interests of the hall

## 10. Complaints and reporting concerns

Anyone who experiences or witnesses discrimination, harassment, or exclusion connected with the hall should report it to:

Contact/role: [Chair / Secretary / Designated Committee Member]

Contact details: [Email / Phone]

Reports will be handled:

- sensitively and, where possible, confidentially
- promptly and fairly
- in line with the hall's complaints, conduct, disciplinary, or safeguarding procedures, where relevant

Possible outcomes may include:

- informal resolution
- a conversation or warning
- conditions on hall hire or use
- refusal of future bookings
- removal from a volunteer role, where appropriate and lawful
- referral to relevant authorities if required

No one will be treated unfairly for raising a genuine concern in good faith.

## 11. Responsibilities

The management committee / trustees have overall responsibility for this policy and for promoting equality, diversity, and inclusion in the running of the hall.

The committee will:

- review practices and decisions with fairness in mind
- consider accessibility and inclusion in planning and budgeting
- respond appropriately to complaints and concerns
- review this policy regularly

All volunteers and committee members share responsibility for putting this policy into practice.

## 12. Monitoring and review

As a small volunteer-run organisation, our monitoring will be proportionate to our size and capacity. We may review:

- complaints or concerns raised
- accessibility issues identified by users
- whether hall policies and booking practices are working fairly
- feedback from volunteers, hirers, and the local community

This policy will be reviewed every [12 / 24] months, or earlier if there is a significant change in the law, guidance, or the hall's activities.

### 13. Related policies

This policy should be read alongside any related hall policies, including:

- complaints policy
- health and safety policy
- hall hire terms and conditions
- code of conduct for CVH Trustees, Board Members and other volunteers