

A service for everyone

আপনার সেবায়
給大家的服務
દરેક જણ માટેની સેવા
Usługi dla każdego
ہر شخص کے لیے سروس



The Government Standard

A service for everyone

We are committed to providing equal access to our services and meeting the needs of our diverse communities.

We are proud to have been awarded the Achieving Level of the Government's Equalities Framework.

This leaflet explains our approach to fairness and equality. It explains how we meet the needs of a diverse community.

Our service standards

We will:

- always treat you fairly and impartially
- give you the same consistent high standard of service regardless of where you live in the city, your age, gender, ethnicity, disability, religion, or sexuality
- regularly monitor our services to ensure we treat everyone fairly and without discrimination
- ensure that we consult all sections of the community so that all residents can give their

- views and take part in shaping our services
- have regular training and updates on relevant laws.

Meeting your needs

We will:

- value all our residents and recognise their diversity
- communicate with you in the way that you prefer.

Our offices

All our offices will be:

- Disability Discrimination Act (DDA) compliant
- fully accessible by people with mobility problems, including those using wheelchairs

- equipped with hearing loops. We will also take hearing aids with us to resident meetings
- family friendly
- open at times that suit you.



Letters, leaflets and other publications

Our information will be:

- available in a range of formats, including in writing, on the internet and on notice boards and screens
- written in plain language
- available on request, in different languages and other formats such as large print, audiotape/ CD/MP3 and Braille within the following time:
 - letters, within 5 working days
 - leaflets, within 5 working days
 - handbooks and larger documents may take longer and we will agree a time with you when you ask.

Speaking to you

When we speak to you:

- we will be able to do so in a variety of languages, including sign language, with the help of professional translating services.

Harassment and abuse

We will not tolerate:

- harassment of any kind, including hate crime based on age, gender, race, disability, sexuality or religion
- child abuse, vulnerable adults abuse, elder abuse or any form of domestic abuse.

We will investigate any such incidents in full. We will take suitable action against people who carry them out and support those affected by them.

You can help us by telling us:

- if you have any special needs, such as for us to communicate with you in a particular way
- about any incidents of harassment or abuse
- if we are not providing services to you in a way that meets your needs.

For more information please contact us or visit our website
www.gloscityhomes.co.uk
or GCHTV on the Looking Local Service.

Or visit the Equality and Human Rights Commission's website at
www.equalityhumanrights.com



Contacting us

Customer Services Team, Railway House, Bruton Way,
Gloucester, GL1 1DG

Customer Services Line: 0800 408 2000 (freephone)
or 01452 424344 (normal call charges apply)

Text: 0778 148 2656 **Fax:** 01452 833101 **Minicom:** 01452 396161

Email: customer.services@gloscityhomes.co.uk

Web site: www.gloscityhomes.co.uk **Digital TV:** GCHTV on Looking Local

You can also contact us using our online reporting forms. Our website is speech enabled and you can adjust the size of the text and translate it to other languages.

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact us.

আপনি যদি এই ডকুমেন্টের কোন অংশের ব্যাখ্যা, অনুবাদ অথবা বড় অক্ষর, অডিও অথবা ব্রেইলের মত অন্য কোন ফরম্যাটে চান তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Bengali

如果您希望我們解釋、翻譯本文檔，或提供大字體、音頻或盲文等其他版本，敬請聯繫我們。

Chinese

જો આપને આ પુસ્તકમાંના કોઈપણ ભાગની સ્પષ્ટીકરણ જોઈતી હોય અથવા આ પુસ્તક અન્ય ભાષામાં અથવા રૂપમાં જોઈતી હોય, દાખલા તરીકે, મોટા અક્ષરોમાં, ઓડીયો પર અથવા બ્રેઇલમાં, તો કૃપા કરી અમારા સાથે સંપર્ક કરો.

Gujarati

Proszę zgłosić się do nas po uzyskanie wyjaśnień, przetłumaczenia względnie uzyskania niniejszego dokumentu w większym druku, w postaci dźwiękowej lub języku dla niewidomych.

Polish

اگر آپ اس دستاویز کے کسی حصے کی وضاحت، ترجمہ یا کسی اور شکل میں جیسے کہ بڑے حروف، آڈیو یا ابھرے حروف میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی ہم سے رابطہ کریں۔

Urdu