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### ****Discrimination and Equality Policy for Teen Life Coaching Services****

**1. Policy Statement**

I am committed to promoting equality, diversity, and inclusion in all aspects of my life coaching services. I believe that all clients, regardless of their background or personal characteristics, should have access to support and opportunities in a safe, respectful, and inclusive environment. Discrimination, harassment, or victimization of any kind will not be tolerated in my practice.

This policy complies with the **Equality Act 2010**, which protects individuals from discrimination on the basis of the following **protected characteristics**:

* Age
* Disability
* Gender reassignment
* Marriage and civil partnership
* Pregnancy and maternity
* Race (including colour, nationality, ethnic or national origin)
* Religion or belief
* Sex
* Sexual orientation

**2. Purpose of the Policy**

The purpose of this policy is to:

* Ensure fair treatment of all clients, regardless of their personal characteristics or background.
* Promote an inclusive and supportive coaching environment where differences are respected.
* Prevent discrimination, harassment, and victimization in all coaching interactions.
* Ensure compliance with relevant equality legislation.

**3. Scope**

This policy applies to:

* All clients who engage with my coaching services, including children, teens, and their families.
* Any third parties or external service providers I work with (if applicable).

**4. Definitions**

* **Discrimination**: Treating someone less favourably due to a protected characteristic. This can be direct (e.g., refusing to work with a client due to their race) or indirect (e.g., implementing policies that disadvantage certain groups without justifiable reason).
* **Harassment**: Unwanted conduct related to a protected characteristic that has the purpose or effect of violating a person’s dignity or creating an intimidating, hostile, degrading, or offensive environment.
* **Victimization**: Treating someone unfairly because they have made or supported a complaint about discrimination or harassment.

**5. Equality and Non-Discrimination Commitment**

I am committed to:

* Ensuring that my coaching services are accessible and open to all clients, regardless of their personal characteristics.
* Treating all clients fairly and with respect, acknowledging and valuing individual differences.
* Providing reasonable adjustments for clients with disabilities to ensure they can fully engage with coaching sessions.
* Avoiding bias in decision-making and ensuring that all clients have equal opportunities to participate in coaching.
* Ensuring all clients are free from harassment, victimization, or any other form of discriminatory behavior.

**6. Responsibilities**

As the life coach:

* I am responsible for adhering to this policy and promoting a culture of equality and respect in all coaching sessions.
* I will regularly review my practices and procedures to ensure they are inclusive and in line with the Equality Act 2010.
* I will challenge and address any discriminatory behavior that occurs in coaching sessions, whether directed at me or between clients.

Clients are expected to:

* Treat me and other clients with respect, regardless of personal differences.
* Report any instances of discrimination, harassment, or victimization they experience or witness.

**7. Reasonable Adjustments**

I am committed to making reasonable adjustments to accommodate clients with disabilities or additional needs. This may include:

* Adjusting the format or timing of sessions to meet the client’s needs.
* Ensuring that all coaching materials and communications are accessible (e.g., offering information in alternative formats).
* Providing flexibility in how coaching is delivered, including remote or online options if necessary.

**8. Handling Complaints of Discrimination**

If a client or their family believes they have been treated unfairly or discriminated against, they are encouraged to raise the issue following my **Complaints Procedure**. Complaints will be handled sensitively and promptly, and no one will be penalized for raising concerns in good faith.

**9. Breach of Policy**

Any behavior that breaches this policy, including discrimination, harassment, or victimization, will be taken seriously and addressed appropriately. In the case of severe or repeated breaches, it may result in the termination of the coaching relationship with the client.

**10. Monitoring and Review**

I will review this policy annually or sooner if there are changes in legislation or circumstances. The policy will be updated as necessary to ensure it reflects best practices and complies with legal requirements.

**11. Commitment to Equality and Diversity**

I believe in creating an environment where all clients feel valued, respected, and able to thrive. I will work continuously to ensure that my coaching services are inclusive, welcoming, and free from discrimination, in line with my commitment to equality, diversity, and inclusion.

**Date of Policy: 12th September 2024**
**Next Review Date: 12th September 2025**

**Signed:**
**Role:** Natasha Hawkes, Life Coach