

# Visitors' Inclusion Policy

September 2023



## Aims

The Westway Community and Wellbeing Centre (The Westway) is open to all those living in the North Tandridge area. We aim to help the Westway to have an atmosphere of friendship, respect, safety and care for each other. In particular, we aim to treat every visitor equally, regardless of their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

## Accessibility

The Westway aims to make our activities accessible to people with disabilities.

The Westway aims to offer activities for those on low income.

Our building is accessible to wheelchair users. When there are more than 40 people at an event, we aim to use a PA system and a hearing loop.

## Diversity

The local community support the running of the centre. We aim to organise a range of events and activities to suit the interests and meet the needs of a wide variety of people.

## Inclusion and respect

Every visitor coming to the Westway should be made to feel equally welcome and included.

People will be treated with dignity and respect regardless of race, nationality, sex, sexual orientation, gender reassignment, disability and/or age.

At all times people's feelings will be valued and respected. Language or humour that people find offensive will not be used, e.g. sexist or racist jokes or terminology which is derogatory to someone with a disability.

No one will be harassed, abused or intimidated on the ground of his or her race, nationality, sex, sexual orientation, gender reassignment, disability or age. Incidents of harassment will be taken seriously.

Sexist, racist, homophobic, transphobic or otherwise offensive and inflammatory remarks and behaviour are not acceptable. These constitute harassment and have no place in the Westway, and any incidents of Harassment will be taken seriously.

## Dealing with discrimination and harassment

If any visitor feels they have been discriminated against by the Westway or harassed at an Association event they should raise this with the centre manager.

The Centre manager will investigate the complaint, listening to all involved. (If the complaint is against the centre manager, then a Trustee will investigate the complaint).

If the complaint is against a particular individual, this person will have the opportunity to express their point of view, accompanied by a friend. The person making the complaint will also have this opportunity.

If the complaint is against the Westway as a whole, the Trustees must work to ensure that such discrimination is not repeated in the future and must inform the complainant of how they propose to do this.

Any decision to exclude a person from the Westway due to discriminatory or harassing behaviour will be made with reference to the Charity's constitution. The Westway will support people who feel they have been harassed or discriminated against and will not victimise or treat them less well because they have raised this.

This Policy was adopted by the Trustees on 31 August 2023,

Date of Review: August 2025