

People Impact Assessment (PIA)

Policy/activity or service area to be assessed:	Complaints, Comments and Compliments Policy	Person completing assessment:	
Reason for this assessment: (new policy / review etc)	Policy review and rewrite	Date of assessment:	01/08/2023

A PIA involves analysing the effect, or potential effect, of the way we do our business upon groups that share protected characteristics as defined in the Equality Act 2010. This requires us to look at the equality data which we capture or have access to and to consider the outcome of our community engagement. We need to assess whether our policies and practices show 'due regard' for the three aims (see below) of the Public Sector Equality Duty (PSED). The analysis should highlight effects that *increase* equality, *decrease* equality or have *no impact* upon equality across the protected characteristics. Its purpose is not just to paint a picture, but to *identify practical steps* to improve our performance by:

- (a) Eliminating any unlawful discrimination,**
- (b) Advancing equality of opportunity and**
- (c) Fostering good relations between different groups.**

1. Briefly describe the purpose, aims and objectives of the policy/activity: ¹	The current complaints policy is outdated and needs reviewing in order too: 1. Make complaints more accessible 2. Clearly set out what we will consider a complaint and how it will be processed 3. Incorporate the Fire Service Core Code of Ethics into the policy
2. Who is the policy/activity aimed at: (communities, staff, partners etc)	Communities, Strategic Partners
3. Who is responsible for the policy/activity: (Directorate/Department/individual)	Strategy & Intelligence, Risk Manager

1. For 'policy': any new and existing policy, strategy, services, functions, work programme, project, practice and activity. This includes decisions about budgets, procurement, commissioning or de-commissioning services, service design and implementation.
2. Socio economic is not a Protected Characteristic under the Equality Act 2010. We will however demonstrate due regard to it because as a risk factor poverty has a significant contributor to inequality indicators. Also when present alongside a PCs or multiple PCs the risk increases exponentially

Equality Statement

Clearly explain and provide supporting evidence to show how the policy/activity satisfies the three aims of the Public Sector Equality Duty (PSED) and **DOES NOT** cause or have the potential to cause a **NEGATIVE** (detrimental) effect:

The purpose of this Equality Statement is to reinforce our commitment to equality by applying the principles of the PSED to our Complaints Policy. We strive to ensure that our complaint handling processes are fair, transparent, and free from discrimination or bias. Equality, diversity, and inclusion are fundamental values that guide our approach to complaints handling. By aligning our Complaints Policy with the Public Sector Equality Duty, we aim to provide a fair, accessible, and non-discriminatory platform for individuals to voice their concerns. We are committed to promoting equality of opportunity, eliminating discrimination, and fostering good relations through continuous improvement, reasonable adjustments, and active participation of all stakeholders.

Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.

We endeavour to eliminate all forms of discrimination based on protected characteristics such as age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation, within our complaints handling procedures. All staff members are expected to follow the Complaints Policy, treat complainants with dignity and respect, and consider the equality and diversity implications when handling complaints. Stakeholders who engage with our complaint handling process are also expected to adhere to these principles.

The ability to make complaints is more accessible and additional support in making a complaint is offered.

This is documented in section 2, 3, 4, 5, 10,

Advance equality of opportunity between people who share a protected characteristic and those who do not.

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We actively encourage individuals to exercise their rights and participate in our complaints process, regardless of their protected characteristic. We are committed to respecting the opinions and experiences of all complainants and ensuring their voices are heard and considered throughout the process.

We are committed to facilitating reasonable adjustments to ensure that individuals with disabilities or specific needs can access our complaints process on an equal basis. We strive to provide accessible formats and communication options to accommodate different requirements.

This is documented in 2, 5, 8, 9, 10 and also on the complaints procedure on the external website where it provides a different option for those who require a different language.

Foster good relations between people who share a protected characteristic and those who do not.

Our Complaints Policy aims to provide an equal and accessible platform for individuals to raise their concerns, regardless of their background or protected characteristic. We value and respect diverse perspectives and actively promote equal opportunities for all stakeholders.

We are dedicated to continuously reviewing and improving our Complaints Policy to ensure its alignment with equality objectives. Regular monitoring, analysis of data, and feedback mechanisms will enable us to identify any potential disparities, discrimination, or barriers within our procedures.

This is documented in 2, 4, 5, 8, 9, 10, 14, 15

Where the policy/activity **DOES** or has the **POTENTIAL TO** have a **NEGATIVE** (detrimental) effect indicate which of the Protected Characteristics **MUST** be considered:

Describe the NEGATIVE (detrimental) effect and provide supporting evidence for your rationale *	
Age	
Disability	

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Gender reassignment	
Marriage or civil partnership	
Pregnancy or maternity	
Religion or belief	
Race	
Sex	
Sexual orientation	
Socio-economic disadvantage 2	Unable to provide a braille option for the policy or how to make a complaint

* **NOTE:** Where any **NEGATIVE** (detrimental) effects are likely to occur:

- (a) For the policy/activity to continue corrective actions/amendments **MUST** be taken to prevent/minimise unlawful discrimination
- (b) An action plan **MUST** be completed (next section)
- (c) Where a negative (detrimental) effect can not be avoided, continuation of the policy/activity (with or without amendment) **MUST** be justified

Action plan

This action plan **MUST** accompany the policy/activity and be used continually to assess any negative (detrimental) effects resulting from the delivery of or amendments to the policy/activity based on customer feedback and evaluation.

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Negative/detrimental effect	Action needed to prevent/minimise it	By who	By when	Complete (tick)

All Completed PIA's should be submitted to E&D team for approval.

Signed: _____ **(E&D)**

Name: _____

Date: _____

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