



Equality & Diversity Impact Assessment (EIA)

The aim of the EIA is to consider the equality implications of a policy, practice, or service to prevent discrimination against people who are categorised as being disadvantaged or vulnerable within society (as listed in point 4) and to consider if there are ways to proactively advance equality.

Before completing this form, please refer to the supporting guidance document.

Where further guidance is needed, please contact CEO

Name of the policy/practice/service to be assessed	Groups Complaints policy	Is this a new policy/practice/service or a revision to an existing?	Policy is being updated
<p>1. Briefly describe the aims, objectives and purpose of the policy, practice, or service.</p>	<p>This policy is applicable to all Rural Stirling Housing Association staff in dealing with any complaints against staff or the organisation services. This policy does not cover complaints made by customers against other customers. These type of complaints are handled under our Anti-Social Behaviour Policy</p>		

<p>2. Who is intended to benefit from the policy, practice, or service? <i>(e.g., applicants, tenants, staff, contractors)</i></p>	<p>Customers, service users and stakeholders.</p>																					
<p>3. What outcomes are wanted from this policy, practice, or service? <i>(e.g., the benefits to customers)</i></p>	<p>To provide clear guidance on our complaints handling and responsibilities of staff and Board.</p>																					
<p>4. Which protected characteristics could be affected by the policy, practice, or service?</p>	<p>(✓) tick all that apply</p> <table border="1" data-bbox="663 687 2114 1385"> <tr> <td data-bbox="663 687 1608 759">Age</td> <td data-bbox="1608 687 2114 759">✓</td> </tr> <tr> <td data-bbox="663 759 1608 831">Disability</td> <td data-bbox="1608 759 2114 831">✓</td> </tr> <tr> <td data-bbox="663 831 1608 903">Gender reassignment</td> <td data-bbox="1608 831 2114 903">✓</td> </tr> <tr> <td data-bbox="663 903 1608 975">Marriage/Civil Partnership</td> <td data-bbox="1608 903 2114 975">✓</td> </tr> <tr> <td data-bbox="663 975 1608 1046">Pregnancy/Maternity</td> <td data-bbox="1608 975 2114 1046">✓</td> </tr> <tr> <td data-bbox="663 1046 1608 1118">Race</td> <td data-bbox="1608 1046 2114 1118">✓</td> </tr> <tr> <td data-bbox="663 1118 1608 1190">Religion or belief</td> <td data-bbox="1608 1118 2114 1190">✓</td> </tr> <tr> <td data-bbox="663 1190 1608 1262">Sex</td> <td data-bbox="1608 1190 2114 1262">✓</td> </tr> <tr> <td data-bbox="663 1262 1608 1334">Sexual Orientation</td> <td data-bbox="1608 1262 2114 1334">✓</td> </tr> <tr> <td data-bbox="663 1334 1608 1385">Consider if you want to add any more e.g. ?</td> <td data-bbox="1608 1334 2114 1385"></td> </tr> </table>		Age	✓	Disability	✓	Gender reassignment	✓	Marriage/Civil Partnership	✓	Pregnancy/Maternity	✓	Race	✓	Religion or belief	✓	Sex	✓	Sexual Orientation	✓	Consider if you want to add any more e.g. ?	
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Appendix 1: Group Complaints Policy EIA

	<ul style="list-style-type: none"> • People with caring responsibilities 	✓
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5. If the policy, practice, or service is not relevant to any of the **protected characteristics** listed in part 4, state why and end the process here.

This policy applies to the protected characteristics identified above.

6. Evidence Gathering and Engagement

a. What evidence has been used for this assessment? For example, national statistics.

No evidence was used. The policy statement sets out processes for building maintenance, compliance and improvement. It only impacts on characteristics that have a direct physical connection. There is no relevant evidence that could be used for this assessment.

b. Who have you engaged and consulted with as part of your assessment?

None


7. Describe the **impact(s)** the policy, practice or service could have on the groups identified in part 4. Consider both positive and negative impacts.

The policy aims to have positive impact on our people and to treat everyone fairly regardless of background by providing homes that meet tenant’s needs.

This policy is not designed to impact negatively on anyone

<p>8. What actions are required to address the impacts arising from this assessment? <i>(This might include collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts).</i></p>	Issue	Action	Timescales
		None	

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<p>9. Decision</p> <p>Please record decision e.g.,</p> <ul style="list-style-type: none"> • No change/amend (see above) • Cease • Progress with risk (monitor and add to risk register?) 	<p>Amendments/updates made to the policy document.</p>
<p>Signed</p>	
<p>Job title</p>	<p>Corporate Services Officer (Governance)</p>
<p>Date the EIA was completed</p>	<p>16/05/2024</p>
<p>Review date</p>	<p>May 2027</p>
<p>Date of any quality sample check</p>	<p>N/A</p>

Please attach the completed document as an Appendix to your policy, practice, or service report