



Equality, Diversity & Inclusion (EDI)

Information for children, young people, parents and carers

January 2026

This document explains how we aim to make our services fair, welcoming and accessible for everyone.

Our commitment

We want every child, young person, parent/carer, and family member to feel safe, respected and welcome when you engage with Service Six.

We will not tolerate discrimination, harassment, bullying or victimisation by anyone connected to our work (including staff, volunteers, service users, and partners).

What you can expect from us

- We will treat you fairly and with dignity and respect.
- We will make reasonable adjustments if you are disabled or have additional needs.
- We will respect your culture, identity, faith, and personal circumstances.
- We will provide information in accessible formats where possible.
- We will keep improving our services by listening to feedback and monitoring access across different groups.

Who is protected by law

Under the Equality Act 2010, people are protected from discrimination because of these characteristics:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

We also recognise non-binary identities, intersectionality, and neurodiversity.

What we ask from service users and visitors

- Treat staff, volunteers and other service users with respect.

- Do not use discriminatory language or behaviour.
- Follow any service or building rules designed to keep people safe.

If something doesn't feel right

If you feel you have been treated unfairly, or you have experienced discrimination or harassment, please tell us as soon as you can.

- Speak to the member of staff supporting you, or any Service Six staff member.
- You can use our complaints process if you would rather raise a formal concern.
- If your concern is not resolved, you may be able to escalate it to the relevant commissioning body.

We take concerns seriously and handle them sensitively.

Accessible formats

This information can be provided in:

- Easy Read
- Large print
- Alternative languages upon request

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