



Fellowship of Professional Willwriters & Probate Practitioners

Equality and Diversity Policy

The Fellowship is committed to a set of core values in which to work and promote the interests of its Staff, Members and Consumers. The Fellowship will ensure that its Staff, Members and Consumers will at all times be treated fairly and in accordance with strict anti-discriminatory practices on all levels.

The Fellowship acknowledge and embrace a policy of equality and diversity for all people to fulfil its aims and objectives of providing a regulatory body for the setting of standards and a code of conduct for its Members, and as an academic body to provide qualifications, training and continual professional development opportunities that are accessible to all.

The Fellowship shall at all times act with integrity in promoting its Staff, Members' and Consumers' best interests by being open and transparent in all that we do.

The Fellowship will evaluate its performance against the criteria set out in its policy to offer equality of opportunity and will ensure that the principles outlined herein are carried into every area of the Fellowship's work.

The core values are:

Respect for People

Member Focused

Respect and promote Consumer Choice and Protection

Transparency

To act with Integrity

To embrace equality and diversity by meeting our commitment to equality of opportunity

Please see the Fellowship's action plan on equality and diversity to ensure adherence to its duty under the law and its own commitment to ensure people's equality.



Equality and Diversity Action Plan 2009/2010

1. Policies & Procedures

	Objectives	Actions	Responsibility	When
1.0	All board members and management to consider E&D in all strategic plans	Agenda item at all meetings	Chairs of the Boards	On-going
1.1	E&D objectives encompassed in all staff handbooks	E&D to be an integral part of individual and collective objectives	CEO/Head of Membership	To be reviewed annually
1.2	Assessment of policies and procedures	Carry out surveys/questionnaires to identify any differential treatment or effect. If differential treatment is identified- review and rectify policies accordingly.	Regulatory Chairman/CEO	Annually
1.3	Ensure HR policies adhere to anti-discriminatory practices	Monitor disciplinary and grievance processes by race, disability, age and gender. Take appropriate action when required.	CEO/HR	Annually

2. Suppliers/ outside agencies

	Objectives	Actions	Responsibility	When
2.0	Ensure consideration is given to obtaining a diverse range of suppliers	Review and monitor criteria for selection of suppliers and other outside agencies to ensure equality and diversity in approach	CEO	On-going at selection and reviewed annually

3. Consumers

	Objectives	Actions	Responsibility	When
3.0	Monitor consumers comments	Invite comments and record them- act on any issues that arise	Head of QA	On-going- review results

				annually
3.1	Monitor consumer complaints	By appropriate area of the Membership such as the Academic Board etc	Regulatory Board/Head of QA	On-going

4. Members

	Objectives	Actions	Responsibility	When
4.0	Monitor diversity of members	Keep records of the diversity of its members in terms of personal data and geographical location	Head of Membership	Report annually to the Academic Board, Regulatory Board and the CEO
4.1	Set up focus group to represent members views on satisfaction	Invite via the website members to join a focus group	Head of Membership	Initiate once Membership is established- 2 nd quarter 2010
4.2	Monitor and evaluate Members results including any gender/age/ethnic group etc differences	Identify any trends and address any imbalances	Academic Board	Annually- Report to CEO

5. Staff

	Objectives	Actions	Responsibility	When
5.0	Encourage E&D in recruitment practices	Policies to promote the principles of E&D to ensure a diversified work-force	CEO & Exec Comm(HR)	Review annually
5.1	Ensure monitoring of any E&D issues	Ensure that staff handbooks emphasis a commitment to equal treatment in employment, promotion and training.	CEO & Exec Comm(HR)	Review annually