



Equality & Diversity

Serving diverse communities
with equality and fairness

At Bournville Village Trust our mission is to 'create and sustain flourishing communities, where people choose to live'. Central to this, as both a housing and community services provider and an employer, is our commitment to equality and diversity.

Our respect for diversity means we will work actively to challenge and eliminate inequality and disadvantage, and create communities where people live well together.

As an employer...

We believe that only a diverse workforce, which reflects the communities we serve, will possess the skills and understanding to achieve our vision of quality, tailored services which are responsive to community needs.

Committed to ensuring everyone is treated fairly and without discrimination, we aim – via a range of inclusive employment policies – to ensure our staff treat each other with dignity and respect.





...and as a service provider

As a service provider, we aim to understand the wide-ranging needs of our communities, and to respond by developing and delivering services appropriate to those needs.

To provide support to our vulnerable residents we work with very many statutory and voluntary agencies, and take our safeguarding responsibilities extremely seriously.



Fair and transparent

Whilst working to achieve balanced and sustainable communities, we will ensure that our housing, letting and allocation procedures are fair and transparent.

Encouraging involvement

We support and encourage all residents to take an active part in our community organisations, and believe positively engaging with people from diverse groups will contribute towards continuous improvement of the services we provide.



Satisfying customers

We regularly monitor customer satisfaction levels between different groups within our diverse communities and aim to ensure all our customers receive the same high quality services and that there is no disparity.

Customer-focused

We ensure all our residents can enjoy their homes without fear of harassment or abuse and, on the occasions when such incidents occur – in line with our Victims & Witness Support Policy – we aim to deal with them efficiently and to the satisfaction of the victim.

Our customer-focused approach means we encourage the reporting of any type of hate crime or harassment and we have detailed Anti-Social Behaviour and Hate Crime Policies.





Zero tolerance

Anyone who makes a complaint will be treated with sensitivity and no less favourably than others. We will not tolerate the victimisation of anyone who, in good faith, raises concerns about discrimination. All such complaints will be acknowledged and dealt with in accordance with our Complaints and Customer Feedback Procedures.

E & D for All

We believe that a non-discriminatory approach is fundamental to all services and operations carried out by other parties on behalf of BVT.

Subsequently, all contractors and sub-contractors are required to follow our Equality & Diversity Policy when acting on behalf of BVT, when they do not have their own available.



Compliments and complaints

If you wish to comment on our service, good or bad, you believe you have been unfairly treated, or we have not complied with our commitments please let us know, using the contact details below.

complaints@bvt.org.uk

Telephone:

0300 333 6540

Or write to:

Bournville Village Trust,
350 Bournville Lane, Bournville,
Birmingham B30 1QY

For more details, see the Trust's customer feedback leaflet, 'You Say, We Listen'.

Your compliment or complaint will be logged and dealt with promptly and fairly.



ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਦਾ ਤਰਜਮਾ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਰਾਬਤਾ ਕਰੋ।

اس آتا ہے کاترجمہ اگر آپ کو درکار ہو تو براہ کرمہرمانی
ہم سے رابطہ کیجئے۔

Molimo vas da nam javite ako vam treba prevod
ove brošure.

اگر احتیاج دارید کہ این ورقہ برایتان ترجمہ شود، لطفاً با ما
تماس بگیرید.

Nếu quý vị cần dịch tờ thông tin này, xin liên
lạc với chúng tôi

Haddii aad u baahato in xaashidaan yar lagu
turjimo fadlan nala soo xiriir

On request, this leaflet
can be supplied as a
large-print copy or CD.



350 Bournville Lane, Bournville,
Birmingham B30 1QY.
email: enquiries@bvt.org.uk

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