

BTPA Initial Equality Impact Assessment – Senior Officer Complaints Policy

Name of policy to be assessed	Senior Officer Complaints Policy	Date of assessment	29 July 2010
Names of assessment team members	Lucy Barrick Sam Elvy	Is this a new or existing policy?	New
1. Briefly describe the aims, objectives and purpose of the policy	A public facing document which explains what complaints BTPA can investigate, how complaints can be made and what happens when a complaint is received.		
2. Are there any associated objectives of the policy? Please explain.	<ul style="list-style-type: none"> • Respond to complaints within the timescales • Respond accordingly to any special requirements of the complainant 		
3. Who is intended to benefit from this policy and in what way?	This policy is to help members of the public and senior officers understand the complaints process and what to expect from this. A flow chart of the process internally is being developed separately for Executive staff.		
4. What outcomes are wanted from this policy?	For the public and senior officers to understand the Authority's responsibilities regarding complaints and guide them on what to expect from the complaints process. Also, for the public to understand who deals with complaints against different ranks.		

5. What factors/forces could contribute/detract from the outcomes?	<ul style="list-style-type: none"> • Users may not have faith in the complaints process and as such may not bring matters to the Authority's attention. • Users may not understand the policy and forward complaints that the Authority cannot deal with 		
6. Who are the main stakeholders in relation to the policy	Public, BTPA and its Executive	7. Who implements the policy and who is responsible for the policy?	Business Support Manager
8. Are there concerns that the policy <u>could</u> have differential impact on racial groups?	Y/N	Please explain	The policy is not currently available in alternative languages so may not be accessible to non-English readers.
What existing evidence (either presumed or otherwise) do you have for this?	No evidence gathered to date but presume it could be an issue.		
9. Are there concerns that the policy <u>could</u> have differential impact due to gender?	Y/N	Please explain	
What existing evidence (either presumed or otherwise) do you have for this?	N/A		

<p>10. Are there concerns that the policy <u>could</u> have differential impact due to disability?</p>	<p>Y/N</p>	<p>Please explain</p>	<p>The Policy is not currently available in other formats so may not be accessible to people with visual impairments/learning difficulties.</p>
<p>What existing evidence (either presumed or otherwise) do you have for this?</p>	<p>No evidence gathered to date but presume it could be an issue.</p>		
<p>11. Are there concerns that the policy <u>could</u> have differential impact due to sexual orientation?</p>	<p>Y/N</p>	<p>Please explain</p>	
<p>What existing evidence (either presumed or otherwise) do you have for this?</p>	<p>N/A</p>		
<p>12. Are there concerns that the policy <u>could</u> have differential impact due to age?</p>	<p>Y/N</p>	<p>Please explain</p>	
<p>What existing evidence (either presumed or otherwise) do you have for this?</p>	<p>N/A</p>		

<p>13. Are there concerns that the policy <u>could</u> have differential impact due to religious belief?</p>	<p>Y/N</p>	<p>Please explain</p>	
<p>What existing evidence (either presumed or otherwise) do you have for this?</p>	<p>No</p>		
<p>14. Are there concerns that the policy <u>could</u> have differential impact due to people having dependents/caring responsibilities?</p>	<p>Y/N</p>	<p>Please explain</p>	
<p>What existing evidence (either presumed or otherwise) do you have for this?</p>	<p>N/A</p>		
<p>15. Are there concerns that the policy <u>could</u> have differential impact due to people having an offending past?</p>	<p>Y/N</p>	<p>Please explain</p>	<p>There may be less trust in the police service from this group</p>

<p>What existing evidence (either presumed or otherwise) do you have for this?</p>	<p>No evidence gathered to date but presume it could be an issue.</p>		
<p>16. Are there concerns that the policy <u>could</u> have differential impact due to people being transgendered or transexual?</p>	<p>Y/N</p>	<p>Please explain</p>	
<p>What existing evidence (either presumed or otherwise) do you have for this?</p>	<p>N/A</p>		
<p>17. Could the differential impact identified in 8-16 above amount to there being the potential for adverse impact for this policy?</p>	<p>Y/N</p>	<p>Please explain</p>	<p>Not offering the policy in alternative languages/formats could potentially exclude users who do not read in English or who have visual impairments/learning difficulties.</p>
<p>18. Can this adverse impact be justified on the grounds of equality of opportunity for one group? Or any other reason?</p>	<p>Y/N</p>	<p>Please explain for each equality heading separately Reasonable adjustments can be made to make the policy available in alternative languages /formats</p>	

<p>19. Should the policy proceed to a full impact assessment</p>	<p>Y/N</p>	<p>20. If yes, is there enough evidence to proceed to a full EIA? Y/N</p>
		<p>21. If no, are there any changes required to the policy to improve it around the equality agenda?</p> <p>Add a note to the policy to say that it can be made available in alternative languages/formats on request</p>