



Equal Opportunity Charter

This document sets out LENS's commitment to equality of opportunity and fair treatment for all clients and learners.

Everyone has a part to play in ensuring equality of opportunity. LENS is committed to promoting positive attitudes towards equality and diversity and respecting each person's individuality.

LENS is committed to ensuring that no individual or group receives less favourable treatment on the grounds of age, disability, economic status, faith, gender, marital status, sexuality, race, colour, nationality, or ethnic origin.

1. As a learner or client of LENS, you can expect:

- A high-quality learning and support experience
- Equal opportunities and fair treatment
- Courtesy and respect
- Access to advice, guidance, and support
- A healthy and safe learning environment
- Timely information about progress
- Responsive handling of concerns or suggestions

2. In return, LENS asks that you:

- Engage positively with services provided
- Treat staff and others with courtesy
- Provide relevant information to support your needs
- Contribute to a healthy and safe environment
- Follow agreed procedures
- Raise concerns through appropriate channels

If you wish to make a formal complaint, please refer to the Complaints Policy available on the LENS website.

3. Approval and Review

Approved by: Joe Booker

Position: Director / Lead Practitioner

Organisation: Leading Educational and Neurodiversity Support

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