



Equality, Diversity & Inclusion Policy

We at [Preziosa Therapia](#) are committed to creating a safe, welcoming, inclusive, respectful and accessible environment for everyone who accesses our services, works with us or engages with our programmes.

We believe that every individual has the right to be treated with dignity, fairness and respect. We are committed to promoting equality of opportunity, valuing diversity and fostering inclusion in everything we do.

We do not tolerate discrimination, harassment, bullying or victimisation and are committed to complying with the Equality Act 2010.

We are committed to ensuring that no individual is treated less favourably because of any protected characteristic, including:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race (including colour, nationality and ethnic or national origin)
- Religion or belief (including no religion or belief)
- Sex
- Sexual orientation

We also recognise that individuals may experience additional barriers linked to factors such as neurodivergence, socioeconomic background, caring responsibilities, education, mental health, communication differences, family structure, lived experience and other aspects of identity. While these are not all protected characteristics under the Equality Act 2010, we remain committed to ensuring our services are inclusive, equitable and responsive to the diverse needs of our communities.

Our Commitment

Preziosa Therapia is committed to:

- Treating every individual with dignity, fairness and respect.
- Promoting equality, diversity and inclusion across all areas of our work.
- Providing services free from discrimination, harassment and victimisation.
- Practising in an anti-discriminatory, anti-oppressive, trauma-informed and neuroaffirming manner.
- Challenging prejudice, exclusion, bias and harmful stereotypes wherever encountered.
- Creating emotionally and physically safe environments for children, young people, adults and families.
- Respecting cultural identity, beliefs, values, individuality and lived experience.



- Supporting autonomy, empowerment and collaborative decision-making.
- Using accessible, inclusive and flexible communication wherever possible.
- Making reasonable adjustments to remove barriers and improve accessibility and participation.
- Continually reviewing and improving our practice to ensure it remains inclusive, ethical and responsive.

Accessibility and Inclusion

Preziosa Therapia welcomes people from all backgrounds and strives to ensure that everyone can access services in a way that meets their individual needs.

We are committed to ensuring our counselling services, workshops, therapeutic programmes and training are accessible and inclusive for adults, children, young people and families, including those with disabilities, neurodivergence, learning differences, communication needs or additional educational needs.

Where reasonably possible, we will make appropriate adjustments to support participation. These may include:

- Flexible methods of delivery.
- Accessible resources and adapted learning materials.
- Visual supports.
- Sensory-aware approaches.
- Alternative communication methods, including Makaton-supported communication where appropriate.
- Adjustments to the physical environment where possible.
- Additional time or alternative ways of participating in sessions or learning activities.

We recognise that accessibility is individual and not one-size-fits-all. We therefore encourage people to discuss any requirements with us so that we can work collaboratively to identify reasonable adjustments wherever possible.

Inclusive Practice

Our work is grounded in person-centred, strengths-based, trauma-informed and neuroaffirming principles. We recognise the impact that discrimination, inequality and systemic barriers can have on health, wellbeing, participation and opportunity.

We actively seek to create environments where individuals feel safe, respected, listened to and empowered, regardless of their identity or background.

All practice is informed by ongoing professional development, reflective practice, current legislation, ethical frameworks and evidence-based approaches. We remain committed to learning from the communities we serve and continually improving our services.

Concerns and Complaints

Anyone who believes they have experienced discrimination, harassment or unfair treatment whilst accessing Preziosa Therapia services is encouraged to raise their concerns. All concerns will be taken seriously, investigated fairly and handled confidentially wherever possible, in line with our complaint procedure.



Policy Review

This policy will be reviewed annually, or sooner where there are changes to legislation, professional guidance or organisational practice.

Next review date: July 2027