

Practical problem solving using equality rights

Unlawful discrimination is unfair treatment based on a protected characteristic

The Equality Act 2010 can help you achieve practical solutions for your clients, such as:

- an apology for poor treatment
- compensation for injury to feelings and distress
- a reasonable adjustment to a policy or process for disabled clients (changes to a Claimant Commitment, or more support)
- a change in policies and procedures
- better treatment

“Where, after all, do universal human rights begin? In small places, close to home - so close and so small that they cannot be seen on any maps of the world. Yet they are the world of the individual person; the neighbourhood he lives in; the school or college he attends; the factory, farm, or office where he works. Such are the places where every man, woman, and child seek equal justice, equal opportunity, equal dignity without discrimination. Unless these rights have meaning there, they have little meaning anywhere. Without concerted citizen action to uphold them close to home, we shall look in vain for progress in the larger world.”

Eleanor Roosevelt

The Equality Act is a very powerful tool to improve the lives of thousands of people. It can be used with public law and human rights.