



THE UNIVERSITY *of* EDINBURGH

Equality Impact Assessment Template

You'll find it useful, before filling in this assessment template, to complete the online course: [Introducing Equality Impact Assessment](#)

This template is designed to be used alongside the:

EqIA [Guidance and Checklist](#)

EqIA [Policy Statement](#)

EqIA covers policies, functions, practices and activities, including decisions and the delivery of services, but will be referred to as 'policy/practice' hereinafter.

A. Key Information	
Policy/practice name:	Compliant Handling Procedure and supporting Local Area Complaint Framework
School/Dept:	Registry Services
Assessed by: <i>(name & job title)</i>	Nichola Kett Interim Director Academic Services, Registry Services
Sign off by: <i>(name & job title)</i>	Lisa Dawson Academic Registrar, Registry Services
Sign off date:	29 July 2024
Review date:	1 August 2027 (or when any major change to policy or practice is made)

B. Reason for EqIA	<i>(check one)</i>
New policy/ practice is proposed	<input type="checkbox"/>
Change to existing policy/practice is proposed	<input type="checkbox"/>
Other <i>(describe in Section D below)</i>	<input checked="" type="checkbox"/>

C. Who will be impacted by this proposal?

Consider carefully how your proposal will impact both positively and negatively on people from different groups.

Consider the 9 protected characteristics as below in your proposal. There may be other identity characteristics that you wish to also include in your impact assessment. Please indicate below (with a tick) which groups could be affected by your proposal.

Age	<input checked="" type="checkbox"/>	Race (including ethnicity and nationality)	<input checked="" type="checkbox"/>	Marriage and civil partnership¹	<input checked="" type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	Religion or belief	<input checked="" type="checkbox"/>	Sex	<input checked="" type="checkbox"/>
Gender reassignment	<input checked="" type="checkbox"/>	Pregnancy and maternity	<input checked="" type="checkbox"/>	Sexual orientation	<input checked="" type="checkbox"/>
Other characteristics	<input checked="" type="checkbox"/>				

D. Consideration of Impact

Show your considerations of how the above identified groups may be impacted. The following prompts will help you to reflect:

- What information and evidence do I have about the needs of relevant equality groups – is this sufficient to fully assess impact?
- Could this policy/practice lead to discrimination (direct or indirect), harassment, victimisation, or create barriers or less favourable treatment for particular groups and how can you mitigate any negative impacts?
- Does this policy/practice contribute to advancing equality of opportunity and fostering good relations?
- How can I ensure that communication of the policy/practice is made accessible to all relevant groups?

Reason for EqIA

The University's Complaints Handling Procedure (CHP) is a long-established document developed from the Model Complaints Handling Procedure produced by the Scottish Public Services Ombudsman (SPSO). Much of the content is pre-determined and it is only specific elements of operational detail which can be added to the University's CHP. The SPSO produced an EqIA for the Model CHP.

The Local Area Complaints Framework was developed and approved in July 2024 to support the practical implementation of the CHP in term of the accountability and responsibilities for complaints handling of specific roles in Schools, Colleges and Professional Services.

Consideration of Impact

The CHP is open to students, staff and members of the public. There are BSL videos on the website covering 'Procedure for the University's Complaint Procedure' and 'Quick Guide for the University's Complaint Procedure'. Documentation is available in other formats on request.

¹ Note: only the duty to eliminate discrimination applied to marriage and civil partnership. There is no need to have regard to advancing equality or opportunity or fostering good relations in this respect.

[Part 2 of the CHP](#) 'When to use this procedure' (information for staff) contains information on supporting the complainant, including legal duties.

Complainants are not currently asked for information about protected characteristics as part of their complaint, therefore this data is not available as part of analysis for complaint handling. However, complaints are categorised and themes, trends and learning points from complaints and may lead to changes to policy and practice which contribute to advancing of opportunity and fostering of good relations. Complainants may allege discrimination as part of their complaint and a robust CHP allows such issues to be addressed where they arise.

E. Equality Impact Assessment Outcome Select one of the four options below to indicate how the development/review of the policy/practice will be progressed and state the rationale for the decision.	<i>(check one)</i>
Outcome 1: No change required – the assessment is that the policy/practice is/will be robust.	<input checked="" type="checkbox"/>
Outcome 2: Adjust the policy or practice – this involves taking steps to remove any barriers, to better advance equality and/or to foster good relations.	<input type="checkbox"/>
Outcome 3: Continue the policy or practice despite the potential for adverse impact, and which can be justified.	<input type="checkbox"/>
Outcome 4: Stop the policy or practice as there are adverse effects which cannot be prevented/mitigated/or justified.	<input type="checkbox"/>

F. Action and Monitoring

Describe any actions you will take to address the findings of this EqIA.

- How can I involve equality groups or communities in the ongoing monitoring, review and potential future development, of this policy/practice?

Describe how the policy/practice will be monitored going forward, to ensure that impact is frequently reviewed. Make sure you add a review date in Section A above.

The Model CHP is developed and published by the SPSO and any revisions would be their responsibility. The implementation of the University's Local Area Complaints Framework will be evaluated. The outcomes of complaints are reported quarterly to senior management, annually to Senate Quality Assurance Committee and an annual complaints performance report is published on the University website.

G. Publish

Send your completed EqIA to the HR EDI team (equalitydiversity@ed.ac.uk) to published, and keep a copy for your own records.