

4.10 Equality, Diversity and Inclusion

4.10.1 Purpose

The purpose of this policy is to set out the principles of equality, diversity and inclusion for the DIFF, our Board of Directors, our members and our stakeholders to enable us to create a diverse, inclusive and equal environment within the DIFF and the communities we serve.

DIFF is dedicated to encouraging a supportive and inclusive culture amongst the whole team. It is in our best interest to appreciate diversity and encourage inclusion. Our culture is one that promotes equality, diversity and inclusion. We support creativity, encourage excellence and value innovation.

Our aim is to ensure that all employees, volunteers and job applicants are given equal opportunity and that our organisation is representative of all sections of society. Each employee will be respected and valued and able to reach their full potential, and that of the organisation, as a result.

This policy reinforces our commitment to providing equality and fairness to all in our employment and not provide less favourable facilities or treatment on the grounds of gender, family status, civil status, sexual orientation, age, disability, religion, ethnicity and membership of the Traveller community. We are opposed to all forms of unlawful and unfair discrimination.

All employees, no matter whether they are part-time, full-time, or temporary, will be treated fairly and with respect. When selecting candidates for employment, promotion, training, or any other benefit, it will be on the basis of their aptitude and ability.

All employees will be given help and encouragement to develop their full potential and utilise their unique talents. Therefore, the skills and resources of our organisation will be fully utilised, and we will maximise the efficiency of our whole workforce.

LEGISLATION

This policy is informed by several laws in Ireland that protect people from discrimination and promote equality. These include:

- The Equal Status Acts 2000-2018 prohibit discrimination in the provision of goods and services, accommodation and education on the nine grounds of gender, marital status, family status, age, disability, sexual orientation, race, religion, and membership of the Traveller community.
- The Employment Equality Acts 1998-2015 prohibit discrimination in employment on the same grounds.
- The Prohibition of Incitement to Hatred Act 1989 (Now under review as the Criminal Justice (Hate Crime) Bill 2021) has provisions against hate speech.
- Under the Public Sector Equality and Human Rights Duty, public bodies must, in the performance of their functions, have due regard for the need to promote equality and eliminate discrimination, and to publish their action plans in this regard.
- Article 40.1 of the Constitution provides that 'All citizens shall, as human persons, be held equal before the law.'

4.10.2 Definition of Diversity, Inclusion and Equality

Equality is recognising that every individual and group should be treated equally in terms of dignity and respect, their human rights and access to our resources. True equality involves acknowledging differences that exist between people and hence different supports and resource that each person requires.

Diversity is all the ways in which we differ from one another. Some of these differences we are born with and cannot change; some we later adopt and will not change. Anything that makes us unique is part of this definition of diversity.

Inclusion involves bringing together and binding these diverse forces and resources, in a way that is beneficial to each of us, our organisation and the communities we serve. Inclusion puts the concept and practice of diversity into action by creating an environment of involvement, respect, and connectedness.

Equality and Diversity are not inter-changeable but are inter-dependent to utilise the full potential of individual and groups.

Diversity is about valuing an individual irrespective of:

1. Race
2. Ethnicity (Including the Travelling Community)
3. Culture
4. Gender
5. Skin Colour
6. Sexual Orientation (LBGTQ)
7. Marital Status
8. Religion
9. Disability
10. Ability
11. Education attainment
12. Family background
13. Health
14. Values
15. Politics

4.10.3 Policy Statement and Application

The Board of Directors of DIFF, the CEO and staff are committed to our equality, diversity and inclusion policy. In reaching the aims set out in this policy, DIFF commits to:

1. Actively promote equality, diversity and inclusion, and will proactively remove and address any activities or behaviours that may jeopardise this policy.
2. Create an environment where we work harmoniously, feel valued, appreciated and included, irrespective of race, ethnicity, culture, gender, skin colour, sexual orientation, marital status, religion, disability, ability, education background, family background, political background, health or representative of any community.
3. Create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where

individual differences and the contributions of our Directors, the CEO and staff

This commitment includes training all staff about their rights and responsibilities under the equality, diversity and inclusion policy. Responsibilities include staff conducting themselves to help the organisation provide equal opportunities in employment, and prevent bullying, harassment, victimisation and unlawful discrimination.

4. Create opportunities for employment and progression in the organisation on the basis of ability, qualifications and aptitude for the work. We are an equal opportunity employer, and we will actively promote and practice these commitments in our marketing, recruitment, and promotion strategies.
5. Make opportunities for training, development and progress available to all staff, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the organisation.
6. Review employment practices and procedures annually to ensure fairness and update them and the policy to take account of changes in the law and in the make-up of the workforce and of our customers.
7. Monitor the make-up of the workforce and regarding information such as age, gender, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality, diversity and inclusion, and in meeting the aims and commitments set out in this policy.
8. Monitoring will also include assessing how the equality, diversity and inclusion policy, and any supporting action plan, are working in practice, reviewing them annually, and considering and taking action to address any issues.

In order to retain, attract, recruit and develop high quality talent at all levels across the organisation we shall follow the approach based on:

1. Equality – As an organisation we shall aim to remove all possible discrimination to ensure equal opportunity at all levels.
2. Diversity – We shall embrace diversity at all levels and ensure everyone is valued and appreciated for their contributions. A diverse workplace is best ensured through working together
3. Inclusion – We shall create an environment where everyone feels included, differences are accepted and valued to bring in all the diverse forces together. We aim to be an organisation where people feel connected, respected, appreciated and involved to organisational success.

The goal of DIFF is to ensure that our commitments towards equality, diversity and inclusion are met, strengthened by our values of honesty, integrity, objectivity and impartiality and deeply rooted in our daily work practices and behaviours with colleagues, member, partners and our wider community.

4.10.4 Role of the Board of Directors

The role of the Board of Directors is to ensure the creation of an environment that supports equality, diversity and inclusion, and commits to treating people with dignity and respect. It also seeks to create a supportive environment in which all employees can excel and reach their full potential, regardless of differences, experience or educational background. In particular the Board will:

1. Ensure equality is embedded in all our activities, policies and decisions and will work with our partners to ensure good practice.
2. Ensure that the Diversity, Inclusion and Equality statements are published on the website, social media, advertisements, publications, newsletter, training and staff documents.
3. Ensure that the Board, CEO and staff receive sufficient support and training to implement the policy.
4. Ensure our suppliers and external professional advisors are made aware of their responsibilities in relation to this policy and commit to be compliant with this policy.
5. Make members aware of this policy and ensure they support this policy in our events other programmes we run.
6. Continuously demonstrate commitment to the policy and other policies and practices that reflect DIFF's commitment to treating people fairly, promoting a culture of inclusion and respecting the dignity of employees, members and wide stakeholder community always.

4.11 Feedback and Complaints Policy

4.11.1 Our Commitment to You

DIFF is committed to ensuring that all our communications, interactions and services to our members, partners, supporters, the general public and all who engage with us are of the highest possible standard. We listen and respond to the views so that we can continue to improve. DIFF welcomes both positive and negative feedback.

Therefore, we aim to ensure that:

1. Anyone who feels they have been subject to discrimination are encouraged to raise their concerns so we can apply corrective measures.
2. It is as easy as possible to provide feedback or make a complaint, when the need arises;
3. We treat a complaint as any clear expression of dissatisfaction with our services to our members and our partners and which calls for a response;

4. We treat every complaint seriously, whether made by telephone, letter, email or in person;
5. We deal with any complaint quickly, politely and respectfully;
6. We respond accordingly – for example, with an explanation or apology where we have got things wrong, and with information on any action taken, etc;
7. We learn from complaints, use them to improve what we do and monitor them at board level;
8. We are aware of what we are doing well, which is always reassuring to know .

4.11.2 What to do if you have a Complaint?

If you do have a complaint about any aspect of our services, you can contact DIFF by email, in writing or by telephone. In the first instance, your complaint will be dealt with by our Feedback & Complaints Manager

Please let us know how you would like us to respond, with relevant contact details.

Contact details are:

Email: feedback&complaints@DIFF.ie

Phone: 01 295 2355

Feedback and Complaints
Dublin International Film Festival CLG
Digital Hub
Thomas Street,
Dublin 8
D08 T91Y

We are open from 9.30am to 5.30pm Monday to Fridays.

4.11.3 What happens next?

If you complain in person or over the phone, we will try to resolve the issue there and then. Similarly, if you complain by email or in writing we will always acknowledge your complaint within 7 days and do everything we can to resolve it with 21 days. If this is not possible, we will explain why and provide a new deadline.

All complaints will be logged in our 'complaints register' and tracked until they are resolved. The complaints register is reviewed by the Board of Directors on a regular basis.

4.11.4 What happens if the complaint is not resolved?

If you are not happy with our response, you may get in touch again by writing to the DIFF's Chief Executive Officer. If you are still not satisfied with the outcome, you are invited to

contact the Chair of the Board who will ensure that your appeal is considered at Board level. The Chair will respond within two weeks of this consideration by Board members.

Final Appeal is to the Charities Regulator

If you are still not satisfied with the response to your complaints from the Chair of the Board of the DIFF, you should then address your complaint to the Charities Regulator who oversee charities compliance with the Charities Act 2009. If you wish to contact them regarding a concern, you must complete their [online concerns form](#).

4.11.5 Acting on Results

We will do everything we can to put things right and will review our procedures where necessary to stop problems happening again.

We Value Your Voice

We hope you agree that most of the time we do provide a good service to our members and partners. We value all feedback from those who engage with us and would also like to hear from you about what you think we do well.

This process for lodging complaints does not apply to DIFF staff who have a separate policy for lodging any complaints.