

## To promote fairness and equality



Friendship were set up to help people from different backgrounds live and work together. Promoting equality and diversity is just as important to us today as it was to us when we started out more than fifty years ago. We want everyone who deals with us to feel they have been treated fairly.

These are our promises to promote fairness and equality:

### We will ALWAYS

- ✓ show respect, sensitivity and understanding to you and your personal needs and choices
- ✓ offer you an excellent service wherever you live and whatever your background
- ✓ work hard to adjust our services to meet different needs and choices wherever we can
- ✓ offer you a variety of ways to get involved and help us make decisions about our services that may affect you
- ✓ provide an interpreter free of charge if you ask us
- ✓ give you information in another language or format free of charge if you ask us

### We will NEVER

- ✗ use contractors or partners who do not share our commitment to promoting equality and diversity
- ✗ change our policies or procedures without first assessing the impact on equality and diversity
- ✗ disregard or ignore any complaint of harassment or unfair behaviour
- ✗ assume the same approach is right for everyone

# How to contact us



## General enquiries

**0300 123 1745**

**0300 numbers** are cheaper to call, even calls from mobiles.  
**0300 numbers** are only available to public sector, not for profit or charitable organisations.



## Repairs hotline

**0800 279 2101**



## Text

**60066** (start your text with fch)



## Fax

**0121 236 9953**



## E-mail

[friendship@longhurst-group.org.uk](mailto:friendship@longhurst-group.org.uk)



## West Midlands

50 Newhall Hill,  
Birmingham B1 3JN

## East Midlands

5 The Triangle, Enterprise Way,  
Nottingham NG2 1AE

## For a different language or format, please contact us.

如果您需要其他语言或格式的帮助，请联系我们

В случае необходимости получить и формацию на другом языке или в другом формате просим связаться с нами.

Pour tout autre langue ou format, veuillez nous contacter

بۆ ھەر زمانىكى تر يان ھەر شيوازيكى تر، تڪايه پەيوەندىيمان پتوھ بکە

विसे वी ठेर ब्राह्म नं तुप लष्टी विरपा वरवे साडे ढाल संपतव वटे।

Haddii loo baahdo luqad kaleama qaab kale loo sameeyo, fadlan nala soo xiriir

অন্য ভাষা অথবা তর্জমার জন্য আমাদের সঙ্গে যোগাযোগ করুন

لأى لغة أو صيغة أخرى برجاء الاتصال بنا

کسی دیگر زبان یا شکل کے لیے برائے مہربانی ہم سے رابطہ کیجیے