

# Racist incidents and hate crimes service standard

**If you tell us that you are being harassed because of your race, religion, gender, sexual orientation or disability, we will aim to:**

- ✓ Take your complaints seriously and accept your right to decide if the way you have been treated is race and/or hate crime related.
- ✓ Arrange a meeting to get full details of your complaint within one working day of it being reported to us.
- ✓ Discuss and agree an action plan with you and keep you updated on progress from start to finish.
- ✓ Always consider your safety to be a priority.
- ✓ Agree and arrange an emergency transfer to alternative accommodation in serious cases of racial harassment and hate crime if a genuine or significant risk or threat exists to the health, safety and/or welfare of you or your family.
- ✓ Remove any offensive graffiti within one working day of it being reported to us, and repair any damage to your property as a priority.
- ✓ Advise you of agencies that can provide additional support and protection, including those who can provide assistance in an emergency outside of normal office hours, and help you to make contact with them if you want us to.
- ✓ Report all incidents of racial harassment and hate crime to South Gloucestershire's Partnership Against Hate Crime.
- ✓ Support you if your case goes to court and arrange transport for you to get there and back, if you need it.
- ✓ Work in partnership with other agencies to take action against those who commit these crimes, and communicate our zero tolerance approach to such behaviour.



Building 2  
Riverside Court  
Bowling Hill  
Chipping Sodbury  
BS37 6JX

[www.merlinhs.co.uk](http://www.merlinhs.co.uk)

We want to know when we get things wrong so we can make sure we get them right the next time. If you think you haven't received the best service from us, please let us know. Equally, if you think we've done a good job, please get in touch. There is a range of ways you can make a complaint, give us a compliment or just comment about our services, and more information is available in our leaflet "How to make a complaint or give feedback."

We want to be an organisation that treats everyone fairly. It is vital that you let us know if you feel you have been treated differently by one of our staff because of your gender, race or ethnicity, age, sexuality or ability.

The information on this leaflet is also available in other languages, in larger print, Braille or on audiotape. Please contact your housing officer if you need any of these services.