

Anti-Discrimination and Harassment Policy

Eden Staffing Group

Last updated: 03/08/2026

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1. Policy statement

Eden Staffing Group is committed to creating and maintaining a professional, respectful, fair and safe working environment.

As a dental staffing and recruitment business, Eden Staffing Group works with candidates, agency workers, temporary workers, locum workers, dental professionals, client dental practices, business contacts and members of the public.

Eden Staffing Group does not tolerate discrimination, harassment, sexual harassment, bullying, victimisation, intimidation, abuse or unfair treatment.

All candidates, workers, clients and business contacts are expected to treat others with dignity and respect.

2. Purpose of this policy

The purpose of this policy is to:

- Prevent discrimination, harassment, sexual harassment, bullying and victimisation
- Set clear standards of behaviour for candidates, workers, clients and business contacts
- Explain what behaviour is unacceptable
- Explain how concerns can be raised
- Support fair, safe and respectful recruitment and placements
- Protect workers, candidates, clients, patients and Eden Staffing Group
- Support compliance with equality law and good recruitment practice

3. Who this policy applies to

This policy applies to:

- Eden Staffing Group directors, employees and workers
- Candidates registered with Eden Staffing Group
- Agency workers and temporary workers
- Locum workers
- Permanent candidates

- Contractors and suppliers
- Client dental practices
- Practice owners, managers and employees
- Business contacts
- Anyone representing Eden Staffing Group

This policy applies during:

- Candidate registration
- Interviews and screening calls
- Temporary assignments
- Permanent recruitment processes
- Client bookings
- Workplace attendance
- Phone calls
- Emails
- Text messages
- WhatsApp messages
- Social media communication
- Business meetings
- Complaints or investigations
- Any work-related activity connected with Eden Staffing Group

4. Protected characteristics

Eden Staffing Group will not tolerate discrimination or harassment linked to protected characteristics under the Equality Act 2010.

Protected characteristics include:

- Age
- Disability
- Gender reassignment
- Marriage or civil partnership
- Pregnancy or maternity
- Race, colour, nationality, ethnic origin or national origin
- Religion or belief
- Sex
- Sexual orientation

5. What discrimination means

Discrimination means treating someone unfairly because of a protected characteristic or because of a reason connected to a protected characteristic.

Discrimination may include:

Direct discrimination

Treating someone less favourably because of a protected characteristic.

Example: refusing to place a dental nurse because of their race, age, pregnancy or disability.

Indirect discrimination

Applying a rule, requirement or practice that appears the same for everyone but disadvantages people with a protected characteristic, unless it can be objectively justified.

Example: requiring all candidates to work a pattern that disadvantages people with childcare or religious commitments, without considering whether the requirement is genuinely necessary.

Discrimination arising from disability

Treating a disabled person unfavourably because of something connected to their disability, without a lawful reason.

Failure to make reasonable adjustments

Failing to consider reasonable adjustments for a disabled candidate, worker or website user where required.

Victimisation

Treating someone badly because they have raised a concern, made a complaint, supported someone else's complaint or exercised rights under equality law.

6. What harassment means

Harassment is unwanted conduct related to a protected characteristic that has the purpose or effect of violating someone's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment.

Harassment can happen in person, online, by phone, by email, by message or through behaviour at work.

Harassment may include:

- Offensive jokes or comments
- Insults or name-calling
- Mocking someone's accent, race, religion, age, disability, sex or background
- Unwanted comments about appearance

- Excluding someone because of a protected characteristic
- Spreading rumours
- Offensive gestures
- Displaying or sharing offensive material
- Repeated unwanted behaviour
- Humiliating or intimidating someone
- Making assumptions about someone's ability because of age, race, disability, sex, pregnancy or another protected characteristic

A person can experience harassment even if the behaviour was not aimed directly at them, if it creates an offensive or hostile environment.

7. Sexual harassment

Sexual harassment is unwanted conduct of a sexual nature that has the purpose or effect of violating someone's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment.

Sexual harassment may include:

- Sexual comments or jokes
- Unwanted flirting or sexual attention
- Comments about someone's body, clothing or appearance
- Asking intrusive questions about someone's sex life or relationships
- Sexual gestures
- Sending sexual messages, images or videos
- Displaying sexual material
- Unwanted touching
- Standing too close or invading personal space in a sexual way
- Pressuring someone for dates, sex or romantic attention
- Making work opportunities feel linked to sexual attention
- Retaliating against someone for rejecting sexual behaviour

Sexual harassment is unacceptable whether it happens between workers, between a worker and client, between a candidate and client, or by any third party connected to Eden Staffing Group's work.

8. Duty to prevent sexual harassment

Eden Staffing Group will take reasonable steps to prevent sexual harassment of workers.

This may include:

- Having clear policies

- Making workers aware of how to raise concerns
- Taking concerns seriously
- Reviewing risks linked to assignments and client practices
- Responding to inappropriate behaviour quickly
- Challenging unacceptable conduct from workers, candidates, clients or third parties
- Refusing to continue working with a client where serious concerns exist
- Seeking HR, legal or professional advice where needed
- Reviewing complaints and incidents to identify patterns or risks

Eden Staffing Group expects client dental practices to provide a safe, respectful and professional working environment for Eden workers.

9. Bullying

Bullying is offensive, intimidating, malicious or insulting behaviour that can make someone feel vulnerable, upset, humiliated, undermined or threatened.

Bullying may include:

- Shouting or aggressive behaviour
- Humiliating someone in front of others
- Constant criticism without reason
- Threatening behaviour
- Deliberately excluding someone
- Setting someone up to fail
- Misusing authority or position
- Spreading rumours
- Mocking or belittling someone
- Unfair treatment or intimidation

Bullying does not have to be linked to a protected characteristic to be unacceptable.

10. Victimisation

Victimisation means treating someone badly because they have raised a genuine concern or supported someone else's concern.

Eden Staffing Group will not tolerate victimisation against anyone who:

- Raises a complaint
- Reports discrimination
- Reports harassment or sexual harassment
- Reports bullying
- Supports another person's complaint

- Gives evidence
- Refuses to follow a discriminatory instruction
- Exercises rights under equality law
- Raises concerns in good faith

11. Behaviour expected from Eden workers

Eden workers must:

- Treat patients, colleagues, clients and Eden Staffing Group with respect
- Communicate professionally
- Follow the client practice's policies and procedures
- Avoid discriminatory or offensive language
- Avoid unwanted personal, sexual or intrusive comments
- Respect personal boundaries
- Report concerns promptly
- Cooperate with investigations
- Follow Eden Staffing Group's Code of Conduct
- Represent Eden Staffing Group professionally

Workers must not discriminate against, harass, bully, sexually harass, intimidate or victimise anyone.

12. Behaviour expected from client dental practices

Eden Staffing Group expects client dental practices to:

- Treat Eden workers fairly and respectfully
- Provide a safe and professional working environment
- Not make discriminatory requests
- Not tolerate harassment, bullying or sexual harassment
- Respond appropriately to concerns raised at the practice
- Cooperate with Eden Staffing Group if a complaint or incident is raised
- Ensure staff understand appropriate workplace behaviour
- Inform Eden Staffing Group of any serious conduct concerns involving an Eden worker

Eden Staffing Group may refuse bookings, pause supply or end a client relationship where a client practice allows or causes discriminatory, harassing, unsafe or abusive behaviour.

13. Discriminatory client requests

Eden Staffing Group will not accept discriminatory requests from clients.

Examples may include a client asking for or refusing a worker because of:

- Age
- Race, colour, nationality or ethnic origin
- Sex
- Pregnancy or maternity
- Disability
- Religion or belief
- Sexual orientation
- Gender reassignment
- Marriage or civil partnership

Client requirements must be based on lawful and relevant role needs, such as skills, qualifications, GDC registration, experience, availability, location, safeguarding requirements or genuine patient care needs.

14. Reasonable adjustments

Eden Staffing Group will consider reasonable adjustments for disabled candidates, workers or website users where required.

Reasonable adjustments may include:

- Changing how information is provided
- Adjusting registration or interview arrangements
- Using alternative communication methods
- Allowing additional time to provide documents
- Liaising with client practices about reasonable support, where appropriate
- Considering accessibility needs fairly

Candidates and workers should tell Eden Staffing Group if they need reasonable adjustments.

15. Third-party harassment

Third-party harassment may involve harassment by someone who is not directly employed or engaged by Eden Staffing Group, such as:

- Client dental practice staff
- Patients
- Visitors
- Suppliers
- Contractors
- Other third parties

Eden Staffing Group will take concerns about third-party harassment seriously and will consider reasonable action to protect workers, candidates and others.

This may include speaking to the client practice, removing the worker from the assignment, refusing further bookings, or seeking professional advice.

16. How to raise a concern

Anyone who experiences or witnesses discrimination, harassment, sexual harassment, bullying or victimisation should report it as soon as possible.

Concerns should be sent to:

Eden Staffing Group

Email: admin@edenstaffinggroup.co.uk

Where possible, include:

- Your full name
- Your contact details
- What happened
- Date and time
- Location or practice name
- Name of the person or people involved
- Any witnesses
- Any messages, screenshots, emails or evidence
- Whether you feel at immediate risk
- What outcome you are seeking

If there is immediate danger, call **999**.

17. Informal resolution

In some cases, if the concern is minor and the person feels safe to do so, the issue may be resolved informally.

This may include:

- Asking the person to stop the behaviour
- Clarifying a misunderstanding
- Asking Eden Staffing Group to speak to the person or client practice
- Agreeing steps to prevent the behaviour happening again

Informal resolution will not be appropriate for serious concerns, sexual harassment, safeguarding issues, repeated behaviour, threats, abuse or situations where the person does not feel safe.

18. Formal complaints

A formal complaint may be appropriate where:

- The behaviour is serious
- The behaviour has continued
- Informal resolution is not suitable
- The concern involves sexual harassment
- The concern involves discrimination
- The concern involves bullying or intimidation
- The person raising the concern wants a formal review
- There is a safety, safeguarding or legal concern

Formal complaints will be handled in line with Eden Staffing Group's Complaints and Incident Reporting Policy.

19. Investigation process

Depending on the concern, Eden Staffing Group may:

- Acknowledge the complaint
- Speak to the person raising the concern
- Speak to the person complained about
- Speak to the client dental practice
- Request written statements
- Review messages, emails, documents or timesheets
- Review assignment records
- Pause a worker profile while the matter is reviewed
- Remove a worker from an assignment
- Seek HR, legal, safeguarding or professional advice
- Keep a written record of findings and actions taken

Eden Staffing Group will aim to handle concerns fairly, promptly and confidentially where possible.

20. If the complaint is about an Eden worker

If a complaint is made about an Eden worker, Eden Staffing Group may:

- Speak to the worker
- Ask the worker for a response
- Review the worker's assignment history
- Review client feedback
- Pause or suspend the worker from assignments while the matter is reviewed
- Remove the worker from a booking where appropriate

- Require further training or guidance
- Decide whether the worker remains suitable for future assignments
- Inform the client where appropriate and lawful

Serious misconduct may result in removal from Eden Staffing Group's active worker list.

21. If the complaint is about a client practice

If a complaint is made about a client practice, Eden Staffing Group may:

- Speak to the worker or candidate
- Speak to the client contact or practice manager
- Request further information
- Review whether the worker should remain at the practice
- Pause further supply to the client while the matter is reviewed
- Refuse future bookings where serious concerns exist
- End the client relationship where appropriate
- Seek HR, legal or safeguarding advice where needed

Eden Staffing Group will not knowingly continue placing workers into an unsafe, discriminatory or abusive environment.

22. If the complaint is about the Director

If a complaint is about the Director of Eden Staffing Group, Eden Staffing Group will take steps to ensure the matter is handled as fairly and independently as possible.

Where appropriate, the complaint may be reviewed by an independent person, such as:

- An external HR consultant
- A legal adviser
- A safeguarding adviser
- A professional business adviser
- An accountant
- A suitable independent professional
- A relevant authority or regulator, where required

If there is immediate risk of harm, the concern should be reported directly to emergency services, the police, the client dental practice safeguarding lead or the appropriate authority.

23. Confidentiality

Concerns will be handled confidentially where possible.

Information may need to be shared with relevant people where necessary to review, investigate or resolve the matter.

This may include:

- Candidates or workers involved
- Client dental practices
- HR advisers
- Legal advisers
- Safeguarding advisers
- Regulators or authorities where required
- Police or local authorities where there is a serious risk or legal duty

Confidentiality will not prevent Eden Staffing Group from taking action where there is a risk of harm, safeguarding concern, serious misconduct or legal obligation.

24. No retaliation

Eden Staffing Group will not tolerate retaliation or victimisation against anyone who raises a genuine concern in good faith.

No person should be treated badly for:

- Making a complaint
- Reporting harassment
- Reporting discrimination
- Reporting sexual harassment
- Supporting another person's complaint
- Giving evidence
- Refusing to follow discriminatory instructions

25. False or malicious complaints

Eden Staffing Group understands that people may raise concerns in good faith even if the concern is not upheld.

However, knowingly false, malicious or deliberately misleading complaints may result in action being taken.

This does not apply where someone raises a genuine concern that cannot be proven.

26. Possible outcomes

Depending on the concern, Eden Staffing Group may take action such as:

- Giving an explanation
- Offering an apology where appropriate
- Speaking to the person involved
- Providing guidance or training
- Updating policies or processes

- Removing a worker from an assignment
- Pausing or removing a worker profile
- Refusing a client request
- Ending a client relationship
- Reporting serious concerns to a regulator or authority
- Seeking HR, legal or safeguarding advice
- Taking contractual, disciplinary or legal action where appropriate

27. Record keeping

Eden Staffing Group will keep records of discrimination, harassment, bullying and sexual harassment concerns.

Records should be:

- Clear
- Accurate
- Factual
- Dated
- Stored securely
- Limited to people who need access
- Handled in line with data protection law
- Retained in line with Eden Staffing Group's Data Retention Policy

28. Data protection

Information relating to complaints, concerns or investigations will be handled in line with Eden Staffing Group's:

- GDPR and Data Protection Policy
- Candidate Privacy Notice
- Client Privacy Notice
- Data Retention Policy
- Complaints and Incident Reporting Policy

Information will only be shared where necessary and lawful.

29. Training and awareness

Eden Staffing Group will aim to make candidates, workers and relevant business contacts aware of this policy.

As the business grows, Eden Staffing Group may provide further guidance, training or reminders on:

- Equal opportunities

- Anti-discrimination
- Harassment
- Sexual harassment
- Bullying
- Respectful communication
- Reporting concerns
- Professional conduct

30. Breach of this policy

A breach of this policy may result in action being taken, including:

- Refusal to register a candidate
- Pausing or suspending a worker profile
- Removal from an assignment
- Ending a candidate or worker relationship
- Refusing a discriminatory client request
- Ending a client relationship
- Reporting to a regulator or authority where required
- Seeking legal, HR, safeguarding or compliance advice
- Taking contractual or legal action where appropriate

Serious discrimination, harassment, sexual harassment, bullying, victimisation, threats, abuse or intimidation may result in immediate removal from assignments.

31. Review of this policy

This policy will be reviewed regularly and updated where necessary to reflect changes in law, guidance, recruitment practice, client requirements or Eden Staffing Group's business operations.

32. Contact

Questions or concerns about this policy should be sent to:

Eden Staffing Group

Email: admin@edenstaffinggroup.co.uk

Website: www.edenstaffgroup.co.uk

33. Approval

This policy has been approved by:

Name: Michelle Green

Position: Founder / Director

Business: Eden Staffing Group

Date: 03/08/2026

Review date: 03/08/2027