

CUNNINGHAME HOUSING ASSOCIATION LTD

EQUALITY IMPACT ASSESSMENT FORM

1. Information	
Document/Policy/ Strategy being created or updated	Complaints Handling Policy
Purpose of creation or update / Executive Summary:	This policy sets out Cunninghame Group of Companies Complaints Handling Procedure and applies to all customers of the Cunninghame Group of Companies.
2. Protected Characteristics	
	Commentary on impact. Positive/neutral/negative as well as mitigations/.
Age	This policy has been developed in such a way that it will not create unlawful discrimination relative to the protected characteristics. Whilst it does focus on specific groups and individuals there is no evidence that this policy is directly or indirectly discriminatory under the Equality Act 2010.
Disability	
Gender identity/ reassignment	
Marriage/civil partnership	
Pregnancy/ maternity	The policy has been updated to reflect the changes in legislation, brought into force in Scotland in 2024. The (UNCRC) (Incorporation)(Scotland) Act 2024 ensure that consideration is given to the impact on a child where necessary.
Religion or Belief	
Race	However there may be a negative impact on those for whom English is not their first language, for those who are visually impaired, for those who may have literacy issues and for those who do not have online access to CHA's policies.
Sex/Gender	
Sexual Orientation	
	CHA are committed in our communication and engagement approach and will use a wide range of platforms to ensure that any group facing a barrier to accessing information have access to the relevant document in a format that is appropriate.
Other	
3. Sign Off	
Lead Assessor:	Jennifer McCann – Executive Director of Housing and Communities
Co- Assessor:	
Date initiated:	14.06.2026
Consultation:	There are minimal changes to the principles of the policy, therefore no consultation is required.

Research:	Reviewed current legislation and guidance.		
Signature:	Jennifer McCann, EDH&C	Date:	14 January 2026