

## Logbook

Name: [REDACTED]

Membership no: [REDACTED]

1. **Competency:** Understand the need to avoid discrimination and promote equality and diversity **Learning Outcome:** 6.3

### 2. Evidence provided:

Letter to client

### 3. Outline how the evidence demonstrates you meet the outcome

The current UK legislation (Equality Act 2010) places a duty on all public sector organisations to:

- eliminate discrimination, harassment and victimisation in the workplace
- advance equality of opportunity between people from different groups
- foster good relations between people of different groups

The importance of understanding equality and diversity is also embedded within the Solicitors Code of Conduct, Chapter 2 which legal representatives must have regard to in their everyday professional dealings with client;

O(2.1) You do not discriminate unlawfully, or victimise or harass anyone, in the course of your professional dealings;

O(2.2) You provide services to clients in a way that respects diversity;

O(2.3) You make reasonable adjustments to ensure that disabled as clients, employees or managers are not placed at a substantial disadvantage compared to those who are not disabled, and you do not pass on the costs of these adjustments to these disabled clients, employees or managers.

Having regard to the current Equality Act 2010 and the Solicitors Code of Conduct, attached is evidence whereby I have considered the importance of equality and diversity in my professional dealings with my clients. In this example, my client is an elderly lady and has sustained serious injuries as a result of a road traffic accident.

The client has informed me over the telephone that her hearing is not very good and that she is partially deaf. She has advised that she finds it difficult to hear me and I have been concerned that if that's the case she may not fully understand the advice that I am giving to her. I

considered the importance of discrimination and equality and needed to take some action which would allow my client to pursue her claim whilst protecting her interests.

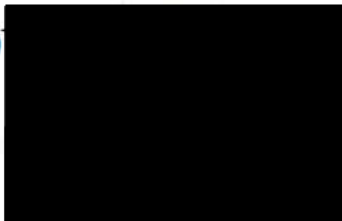
She has now given me authority to speak with her son on her behalf so that he can provide the information to her in person and then feed the instructions back to me. Attached is my letter to the client acknowledging the issue and attaching a form of authority to enable me to speak with her son on her behalf.

**4. Reflection and evaluation** (what you learnt from the activity you undertook to meet the outcome) Note: you may want to complete this section at a later date once you have had time to reflect on your practice and experience.

From this activity I was able to consider the importance of the need to avoid discrimination and promote equality in my professional dealings so as to give my clients the best possible service and allow them to pursue a claim with their best interests in mind.

**5. Completion date:** 24/08/2015

6. Signed (applicant)



Date: 24/08/2015

7. Signed (supervisor)

Date:

2/9/15

FIRST CLASS

24<sup>th</sup> August 2015

Our Ref: [REDACTED]

Email: [REDACTED]

Direct Dial: [REDACTED]

Dear

**Claim Against:**

**Incident Date: 30<sup>th</sup> August 2014**

Following our recent telephone discussion you notified me that you have difficulty with your hearing and as such you find it difficult to speak with me on the telephone regarding the progress of your claim. You have now given me authority to speak to your son [REDACTED] and confirmed that he can be an authorised caller in relation to your claim. This means that he can discuss your claim with me on your behalf and he can then relay the information to you in person.

Attached is a mandate for you to sign, date and return to me for my records so that I can speak with your son going forward in relation to your claim.

If you have any questions please do not hesitate to contact me.

Yours sincerely

347