REGULATION
&CONDUCT

ICAEW REASONABLE ADJUSTMENTS POLICY

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ICAEW REASONABLE ADJUSTMENTS POLICY

1. Purpose

The purpose of this policy is to ensure that all individuals have equal access to our complaints process, regardless of any disabilities or other specific needs they may have. We are committed to making reasonable adjustments to accommodate these needs and to ensure that our services are accessible to everyone.

This policy does not seek to explain how we will approach every situation; it is intended as a general statement of our policy. We acknowledge that reasonable adjustments are based on individual needs and circumstances and there is no one-size-fits-all approach.

2. Scope

This policy applies to any person who interacts with the complaints process or is a party to a conduct matter. They are entitled to request reasonable adjustments if they are likely to be placed at a disadvantage compared with others, based on a disability, health condition, learning need, or neurodivergent profile. This policy covers all stages of the complaints process, from initial contact through to the resolution of the complaint.

3. Legal duties

Under the Equality Act 2010, we have a legal duty to make reasonable adjustments for disabled people. This means that we must take positive steps to ensure that disabled people can access our services on an equal basis with others.

4. Definition of reasonable adjustments

Reasonable adjustments are changes that we make to our processes, procedures, or environment to ensure that disabled people are not put at a substantial disadvantage compared to non-disabled people.

5. Requesting reasonable adjustments

Reasonable adjustments can be requested at any stage of the complaints process. Requests can be made verbally, in writing, or through any other accessible means. We will consider all requests on a case-by-case basis and will aim to respond promptly.

To enable us to keep our approach to reasonable adjustments under regular review, we will record and monitor any requests that we receive. This will enable us to quickly identify and enact any steps that can be taken to improve our processes.

We will let people know that we can provide reasonable adjustments in the following ways:

- asking people directly in initial correspondence for details of any relevant adjustments required;
- including a note on relevant documents on the existence of this policy;
- publishing this policy on our website; and/or
- identifying and implementing adjustments that can be made in general to our processes to improve accessibility.

We will also ensure that those working on behalf of ICAEW are aware of the existence of this policy and the requirement for them to comply with relevant requests for reasonable adjustments.

6. The types of reasonable adjustments we can offer

Factors to be considered in each circumstance will vary and we will always consider each request for reasonable adjustments on a case-by-case basis. When considering what reasonable

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adjustments we may make, we will consider reasonable variations to our processes, policies and procedures.

Some adjustments that could be available include:

- providing information in alternative formats (eg, large print, audio);
- allowing more time for responses or actions;
- offering assistance with form-filling or other administrative tasks;
- providing communication support (eg, sign language interpreters); and/or
- using numbered paragraphs in our correspondence and ensuring page numbers are included in all of our letters.

7. Assessing requests

When assessing requests for reasonable adjustments, we will consider:

- whether the adjustment will help to overcome the difficulty faced by the individual;
- how practical it is to provide the adjustment;
- the resources available to us; and/or
- the potential impact on other service users and staff.

We will not make assumptions about whether a disabled person requires any adjustments or about what those adjustments should be. We will discuss the impact of any impairments with the person concerned and seek to reach agreement on what may be reasonable in the circumstances.

Where, in ICAEW's view, it is reasonable for us to implement a requested or suggested adjustment, this will be done at no cost to the individual who would benefit. However, we are not legally obligated to meet the costs of implementing adjustments that in ICAEW's view are not reasonable to implement.

8. Implementing adjustments

Once a request for a reasonable adjustment has been approved, we will take steps to implement the adjustment as quickly as possible. We will keep the individual informed of progress and will provide updates if there are any delays.

9. Monitoring and review

We will monitor the effectiveness of this policy and the adjustments we make. We will review the policy annually and make any necessary changes to ensure that it continues to meet the needs of our complainants.

10. Complaints about this policy

If you are unhappy with the way your request for reasonable adjustments has been handled, you can make a complaint through our process. We will treat such complaints seriously and will aim to resolve them promptly.

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