

Based on the equality issues you identified in 2.2 and 2.3, what changes did you make or do you intend to make in relation to the policy or decision in order to promote equality of opportunity?

<i>In developing the policy or decision what did you do or change to address the equality issues you identified?</i>	<i>What do you intend to do in future to address the equality issues you identified?</i>
<p>The HSCB Accessible Formats Policy outlines how those developing information should consider alternative formats, and how information and publications can be requested in alternative formats.</p> <p>HSCB will provide alternative formats on request to meet the needs of people with a disability who may need information in an accessible format</p> <p>HSCB will also consider the need to provide some support to those wishing to make a complaint, and/or signpost them to an advocacy services provider such as the Patient Client Council, who could assist them through the complaint process.</p> <p>As part of HSCNI, HSCB can access the regional contract for translation and interpreting.</p>	<p>Complaints documentation will be converted into a variety of formats to include; easy read; audio; brail, accessible PDF and a variety of languages.</p>