



Dress for Success Greater London (DfSGL) Service Access Policy

Approved by: DfSGL Board of Trustees

Responsibility for update: Executive Director

Date of approval: 26.11.2025

Proposed date of review: 26.11.2026

Purpose

This policy outlines who can access Dress for Success Greater London's services, how access is granted, and the principles that guide safe, fair and inclusive service delivery. It ensures clients experience equality of opportunity, dignity and respect at all times.

Scope

This policy applies to all DfSGL staff, volunteers, partners and programme delivery activities.

Our Commitment

DfSGL is committed to providing equitable and inclusive access to all eligible clients. We aim to remove barriers to participation and support clients in a safe, non-judgemental environment.

We do not tolerate discrimination, harassment or exclusion on the basis of:

- Sex
- Gender identity
- Gender reassignment
- Sexual orientation
- Race
- Ethnicity
- Disability
- Age
- Religion or belief
- Pregnancy/maternity



- Marital status
- Socioeconomic background
- Any other protected or personal characteristic.

We provide a safe and holistic environment for the women we support, respecting standard practices for modesty and single gender spaces. We understand that this is paramount, given some of the complex needs and challenges our clients face.

We work with trans women and non-binary individuals who feel our services meet their needs, conserving the inclusivity of our services. Clients are addressed and supported in line with their identity. We maintain safety for all individuals by providing privacy and promoting transparency from our referral organisations. We ask that, when a client is referred, their specific needs be clearly stated to us during the referral process; this allows us to maintain a safe and inclusive environment for all those who use our services.

Access Rights

All clients have the right to:

- Be treated with dignity, respect and sensitivity.
- Confidential and safe handling of their information.
- Accessible, appropriate support.
- Be free from discrimination or harassment.
- Receive information about services, boundaries and expected conduct.
- Decline any service without negative consequences.

Clients are expected to:

- Treat staff, volunteers and other clients respectfully.
- Provide accurate information relevant to their referral.
- Arrive on time where possible or notify us of cancellations.
- Follow guidance relating to safety and conduct during sessions.

Unacceptable behaviour (e.g., harassment or abuse) may result in the withdrawal of services, subject to a fair and transparent process.



DRESS FOR SUCCESS®

GREATER LONDON

DfSLG aims to ensure services are as accessible as possible. We will:

- Provide reasonable adjustments for disability or health needs.
- Work to remove barriers relating to language, literacy or socio-economic circumstances.
- Signpost to external services when needs exceed our capacity or expertise.

Access to services may be paused or reviewed if:

- There are safeguarding concerns relating to serious risk.
- Staff, volunteers, or clients may be placed in harm.
- A client requires specialist support outside DFSG London's remit.

Decisions will be communicated transparently and with respect.

Clients may raise concerns or feedback at any time. Complaints will be handled confidentially and in line with our relevant policies.