



## Practices and Procedures

### Pair/ Small Group Exercise

Review and assess general rules in your own organisation as to their practicality, flexibility and accommodation in meeting the diverse needs of all service users.

**Working in pairs, address the following questions in relation to your own work environment:**

Is there a particular rule or practice that is a constant cause of complaint from customers?

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Are there any rules you disagree with? Why?

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What rules in your current position could be adapted or improved in order to be more inclusive?

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Who has the authority currently to change rules and policies?

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Could the authorisation process be more flexible?

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Is there anything that you could do to effect change?

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Can you think of any examples when you have/have not been flexible about a policy when you had the opportunity to help a customer?

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