

Service User Charter

Our promise

We are aware that domestic and sexual violence and mental ill health occur in all cultures and communities. We will actively promote equality, fairness and respect. We will ensure that all people engaging with our services are treated with courtesy, empathy and dignity.

We want you to be satisfied with the service you receive from us. So whenever and however you contact us you are entitled to our high standards of service.

We will always strive to deliver our services with pride, passion and professionalism and continuously improve our services to you.

Our Quality Standards

As a user of our services, you can expect that we will:

- Provide a professional service delivered by staff that have appropriate skills and training.
- Treat you fairly and with respect.
- Provide you with a copy of any advice given or support/care plans and actions agreed.
- Keep you informed throughout your involvement with us.
- Protect your confidentiality by handling your information sensitively and securely.
- Ensure the person you contact takes ownership of your enquiry/support.
- Offer you the chance to make suggestions on how we can improve our services.
- Provide an easy and effective system for you to make comments and raise concerns.

We would like to ask you as a user of our services to:

- Co-operate and participate in the service we offer you.
- Attend appointments on time, and keep us informed if you are unable to attend appointments.
- Keep us informed about any information relevant to your support.
- Respect the privacy, dignity and confidentiality of other service users and staff.
- Respect the premises and facilities provided.
- Help keep our workers safe when at your premises or in the community.
- Not use abusive language or act in an abusive manner.
- Whilst we do not expect our service users to be free from drug and alcohol use, service users are expected to be able to engage in support sessions in an appropriate manner.