

Client Charter

We will :

- Keep your visit and all the information you provide **confidential** unless you agree we can share it with other relevant people.
- Make sure that you can **access** our service and provide information in a way that suits you
- Treat you with **respect**, courtesy and dignity at all time
- Give you good **quality** advice and information which is relevant to you and be clear about what we can and cannot do
- Keep all **information** we have about you securely and never pass it on to anyone else without your agreement
- **Ask you to leave** and may not advise you again if you do not show respect to others.

We campaign for change for our clients where we see systems or policies that are unfair or which disadvantage people.

You should :

- Act with **respect** and courtesy to our staff and volunteers and to other clients
- Always use **non-discriminatory** language and behaviour to anyone when using our services
- Give us all the **information** you have available about yourself and your situation to help us give you the best advice for you
- Come to **appointments** when they have been made or contact us to change the arrangements if you cannot attend
- Take **action** on the advice we have given you

Sometimes you may think that we have got things wrong. If you do, please raise this with a member of staff immediately so that we can try to put things right. If there is still a problem please use our Complaints Procedure.