

# **Fitzrovia Neighbourhood Association**

## **Client's Charter**

### **Our commitment to you: what you can expect from us**

#### **We will:**

1. Treat you with dignity, respect, courtesy and fairness at all times.
2. Provide clear information about what our service can offer.
3. Provide FREE, confidential and non-judgmental advice.
4. Provide a private and confidential space for interviews and allow you time to tell us your problems.
5. Record your information securely and confidentially, and inform you when we need to talk to others about your case.
6. Thoroughly assess your situation and provide all appropriate options.
7. Help you to find another more suitable organisation if we are unable to deal with your problem
8. Give you as much notice as possible if we need to re-arrange your appointment.
9. Keep you up-to-date with progress through regular contact and respond promptly to your enquiries.
10. Seek your views on how our service can be improved and deal promptly and fairly with complaints.

If you are not satisfied with the service you have received, you can make a complaint. You can ask a member of staff or Centre Manager for our Complaints/Compliments/Comments Procedures. Complaint form can be found on our website.

### **Your commitment to us: what we expect from you**

1. Treat our staff with respect and courtesy.
2. Attend all appointments or let us know as soon as possible if you need to re-arrange it.
3. Be open, honest and realistic when discussing your situation with the adviser.
4. Respect the limits of the service and understand that we may need to refer you to another advice service if we do not have the expertise to help you.
5. Co-operate with your adviser by providing any information requested and ensure it is timely.
6. Endeavor to take action on our recommendations in order to resolve your problem.
7. Keep us informed of any change in your circumstances as this could affect the advice provided.
8. Keep us informed if there are other organisations working with you to help you resolve your issue.

9. We will make 3 attempts to contact you via your preferred method of contact, if we don't hear from you we will sent you a letter and if you still don't contact we will close your case.

We also reserve the right to withdraw our service if you do not meet our expectations or we become aware that you have provided us information that is untrue or deliberately chosen not to disclose information that would impact on the service we provide.

### **APPROVAL**

This Client Charter Policy has been approved by the Board of Trustees of **Fitzrovia Neighbourhood Association**

Reviewed: July 2023

Next review: July 2024