

CUSTOMER SERVICES CHARTER

- When you contact us
- When we support you
- Keeping and sharing information

We want to give you and your family support you are happy with. We want our services to be the best they can be. To help make this happen we promise to do the following things.

When you or your family contact us



- We will be polite when we answer your telephone calls. We will help to answer any questions you have as soon as we can.



- We will also answer letters as quickly as we can. If we need time to get more information, we will let you know.



- We will treat everyone we meet with respect. We will be helpful and friendly.



- We will treat people in the same way and not discriminate. Discriminate means when you treat a person worse than someone else for some reason.

When we support you



- We will help you get the support you want and that makes you happy.

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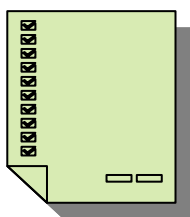
When we support you (continued)



- We would like you to tell us what is working. We will talk to you about what you like about your support.



- We would also like you to tell us what is not working. If you are not happy you or your family can talk to us or write down what is wrong. A staff member will help you let the right people know what you would like to change.



- We will also find out what you think by asking you to fill out a form sometimes. Someone will help you to do this.



- People who use our services have formed a group called Voice for All. We will also share information and talk about how we can make things better with them. You can also speak to your area representative for Voice for All, called a link-up person.

Sharing and keeping information



- We will share important information with you. We will make sure the information is correct and easy to understand.



- We will keep any information we have about you in a safe place. We will only discuss private information with people who need to know – for example a doctor.