



COLEBROOK CHARTER

Prepared by Quality Eye Group



This charter lays out the key elements of the service Colebrook (SW) Ltd hopes everyone we are involved with will experience.

At the beginning of our involvement with you:

- We will be polite and well-mannered, treat you with respect and listen to what you tell us.
- We will be sensitive with everyone and try to go at your pace. If needed we will give you information in a different format or language.
- We will take time to get to know you and build trust.
- We will meet you as soon as possible, at a place to suit you to discuss if we are the right organisation for you. If we are not able to help we may be able to suggest others that could be more useful.
- We will always keep you informed of what is happening.
- We will contact you to let you who your named contact will be, and if you prefer we will arrange an introduction.

During our involvement with you:

- We will ask your views about the service at regular intervals and are always happy to hear your views. We will change things where we can to improve the service, and will give you feedback.
- We will be flexible and talk with you to determine the best way to meet your needs.
- If we have to change agreed arrangements we will involve you in this as much as possible, and keep you informed.
- We will give you the names and telephone numbers of people you can contact and clear guidelines about when these can be used.
- When we say we will contact you we will let you know when this will be.
- We will make sure that you are fully involved in planning any work we do with you and in regular reviews of this.
- We will respect your confidentiality within legal requirements.
- If you would like to see your personal file at any time, we can arrange this with suitable notice in line with our procedures. We will have to remove any information to or from other people.
- We will always give you notice for any meetings we want you to attend.
- If we are unable to proceed with a meeting we will always give you a reason for this. We will involve you in alternative arrangements where possible.

When you leave us:

- Wherever possible we will help you plan how and when you leave us.
- Where appropriate we will make sure you have contact numbers and information, which you can use if you need to once your involvement has finished.

If there are problems:

- We hope you will be happy being involved with Colebrook. If there are any problems we will always listen to any concerns you may have and will treat you with sensitivity and respect
- We will try to resolve any complaints informally within the guidelines of our complaints policy.
- Where we are unable to resolve a complaint informally we will guide you through the formal procedures and try to make sure there is a satisfactory outcome.
- Once there is an outcome we will always give you feedback whilst respecting other people's right to confidentiality.