



COLEBROOK CHARTER

Prepared by Quality Eye Group



The following information tells you the type of service you should expect to receive from Colebrook SW.

At the beginning of our work with you:

- We will be polite and well-mannered, treat you with respect and listen to what you tell us.
- We will be sensitive to you and your needs and try to work at a reasonable pace. We will give you information in a different format or language if you need it.
- 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 know who your named contact will be. We will arrange an introduction with your named contact if you want this.

During our work with you:

- We will work with you to help you be more independent.
- We will support you to find extra help depending on your needs. (Such as understanding your finances, voluntary and paid work opportunities and further education).
- We will regularly ask your views about the service and are always happy for you to tell us what you think. We will change things where we can to improve the service and will give you feedback.
- We will talk with you to determine the best way to meet your needs.
- If we must change your support, 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 when these can be used.
- We will make sure you are fully involved in planning any work we do with you. We will involve you in regular reviews of this work.
- We will respect your confidentiality within legal requirements.
- We keep a personal file with information about the support you receive. 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 would like you to attend.
- If we are unable to proceed with a meeting, we will tell you the reason for this and arrange another meeting with you.

When you leave us:

- Wherever possible we will help you plan how and when you leave us.
- We will provide a step by step guide to moving on.
- Where appropriate we will make sure you have contact numbers and information to use if you need to once your involvement has finished.

If there are problems:

- We hope you will be happy working 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 help 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.