

## **What every client should be able to expect**

- We want our service to be available to all who need it, regardless of their class, race, sex, sexuality, culture, income or beliefs.
- No matter who you are or what your enquiry is, we are here to try and help.
- We will not charge – our service is free.
- We will not tell anyone without your permission.
- We will not be influenced by outside interests or views.
- We will not make judgements.
- We will not blame you for the situation you are in.
- We know that some people and groups face discrimination - we try to ensure that it doesn't happen here.
- We will listen to what you have to say.
- We will try and help with the whole situation, not just part.
- We will explain all the possible choices you may have.
- We will give you information that is unbiased and as accurate and up to date as possible.
- We will help you decide but it is your choice.
- We will help you plan what to do next.
- To the best of our resources, we will help you to do it.
- We will not expect you to do anything you are not comfortable with.
- If we are not able to help with everything, we will do our best to put you in touch with someone else who can.
- If other people have the same problem we will try and persuade the policy makers to change.
- We will keep a confidential record of your enquiry and what you decide to do - this is your record so you can ask to see it at anytime.
- The service we offer depends on money, time and people being available - we will try and give you the best service we can.
- Tell us if you not happy with the service you get, we will try and put it right.