

Client Charter/Service Standards

Our Promise to you:

- We will provide advice services that are free, independent, impartial and confidential
- We will treat you fairly with respect and courtesy at all times; making our services accessible to as many people as possible.
- Provide you with a high standard of service, respond quickly to your enquiry and direct you appropriately (signposting if necessary).
- Work within appropriate legislation and within the guidelines which are set out in our Quality Manual.
- Signpost or refer clients to services outside the organisation that may help them more effectively and/or provide additional support.
- We will listen to client feedback and make improvements to service delivery where possible.
- We will provide ongoing training and development to our staff and volunteers including relevant recognised qualifications.
- We will review our Quality Policy regularly to ensure we maintain robust quality procedures and continue to deliver the highest quality advice services.

Service Delivery Standards:

- Staff and volunteers will respond to telephone messages or emails as soon as possible.
- Staff and volunteers will listen to you and take your views into consideration when deciding an appropriate course of action.
- Staff and volunteers will keep your information confidential and private in line with our Privacy Policy available on our website (www.gypsy-traveller.org/privacy-and-cookies) and GDPR legislation.
- Staff and volunteers will respect cultural and religious diversity and language needs.
- Staff and volunteers will ensure that people with disabilities can access our services.

Your responsibilities:

- That you treat our staff and volunteers politely and with respect.
- Keep to your appointment time and let us know at the earliest opportunity if you are unable to attend an appointment.
- Bring any relevant paperwork/documents to your appointment and provide us with accurate and up-to-date information when requested.
- Be open and honest with the adviser to enable them to assist you in the best possible way.
- You carry out any actions agreed with you in the agreed timescales and tell us as soon as possible if your circumstances change.
- You let us know if you need an interpreter to use our services.

Complaints procedure

FFT is committed to providing a high-quality service to all our clients and service users. If you have a complaint, we need you to tell us about it. This will help us to improve our standards and if you require a copy of our Complaints Policy, please speak to a member of our team who will provide you with a copy.

Access to your records

Under General Data Protection Regulations you have the right to obtain a copy of your personal data as well as other supplementary information. If you would like to see a copy of your records, please ask a member of the team who will supply you with a copy of the Privacy Policy and process your request.

Publicising the Client Charter

Our Client Charter is made available to clients upon request and is also on our website.