



## Care & Repair Western Bay Gofal a Thrwsio Bae'r Gorllewin

### Client Charter and Expected 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
- We will provide you with a high standard of service, respond quickly to your enquiry and direct you appropriately (signposting if necessary)
- We will work within appropriate legislation and within the guidelines which are set out in our organisational Policies and Procedures
- We will 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 continuous professional development to our staff including relevant recognised qualifications
- We will review our Quality Policy annually to ensure we maintain robust quality procedures and continue to deliver the highest quality advice services

#### Service Delivery Standards

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



## Your Responsibilities

- That you treat our staff 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 and open with the Caseworker 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 or any additional support to use our services

## Complaints Procedure

Care and Repair Western Bay is committed to providing a high-quality service to all our clients. If you have a complaint we need you 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.

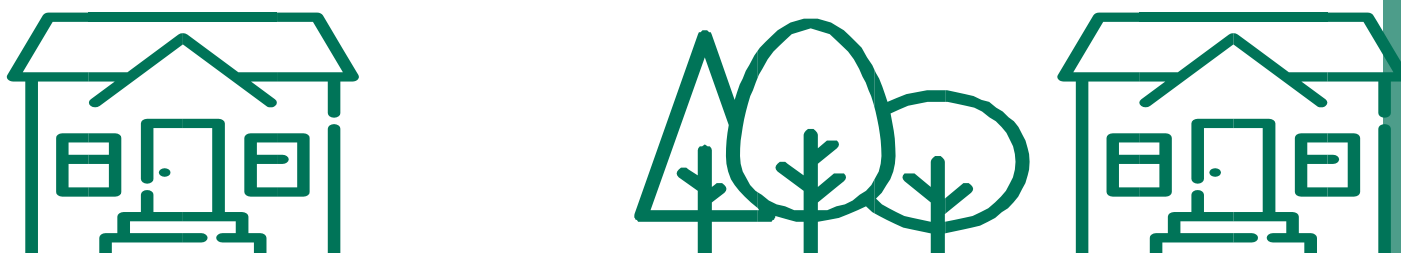
## Access to your Records

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 through our Casework Service and is available on our website.

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**'Improving Homes, Changing Lives'**  
**'Gwella Cartrefi, Newid Bywydau'**

Care & Repair Western Bay is a registered charity  
Charity number: 1171877  
Company number: 10568307