

Charter of Service Standards

Our Promise to you:

We will:

- Provide services that are free, independent, impartial and confidential
- 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 and be honest and open with you about what we can and cannot provide
- Signpost or refer you to services outside the organisation that may help you more effectively and/or provide additional support
- We will listen to your 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 services regularly to ensure we maintain robust quality procedures and continue to deliver the highest quality services

Your Responsibilities

Our expectations are that you will:

- 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 if required and provide us with accurate and up-to-date information when requested
- Be honest and open about your circumstances to enable us to assist you in the best possible way
- Carry out any actions agreed with you in the agreed timescales and tell us as soon as possible if your circumstances change
- Let us know if you need language support to use our services

Complaints Procedure

Shoreditch Trust is committed to providing a high-quality service to all our clients and service users. 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 paper copy of our Complaints Policy please speak to a member of our team who will provide you with a copy.
[ShoreditchTrust-Customer-Complaints-Policy-4.pdf](#)

Service Delivery Standards

Staff and volunteers will

- Respond to telephone messages or emails as soon as possible
- Listen to you and take your views into consideration when deciding an appropriate course of action
- Keep your information confidential and private in line with our [Privacy policy](#) and [GDPR Policy](#) available on [Shoreditch Trust Website](#)
- Respect cultural and religious diversity and language needs
- Ensure that people with disabilities can access our services

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 website/posters in the waiting or interview rooms and shared at initial assessment.

Shoreditch Trust

Last Date of Review: 14.4.26.

Approved by: 