



Client Charter

The St Anns Advice Group will provide you with:

- **Confidential advice.** The written records kept of your interview(s) are for the use of the Advice Group only. We will not tell anyone about your case and will not pass on anything from our records (which are, however, subject to supervision and quality control) to anyone outside this service without your permission. You can inspect these records at any time and have a copy of them.
- **When you are referred** to us, or have left a message for an appointment, we will try to contact you within 7 days. This will be by phone leaving a message if not answered, then by text, and, lastly by email or letter. After 3 failed attempts to make contact, we will close the referral.
- **Follow-up work**, as agreed between your adviser and yourself. This may include **negotiating** by letter or phone on your behalf with other bodies. Unless we have specific instructions from you, we shall discuss any offer with you before accepting it. We can offer **representation** at DWP appeals if the Advice Group has the resources and you comply with what we expect from you.
- **A complaints procedure** if you are not satisfied with the service the Advice Group has provided. Should you wish to complain, please ask for the leaflet on how to do so.

We **cannot guarantee** to take on all our clients' cases. We may also have to stop advising you if we consider little likelihood of further progress or further benefit, or if you fail to comply with what we expect of you.

In return, we expect you:

- To **keep appointments**, you have made with us (or let us know in advance if you can't).
- To **inform** the Advice Group of **any changes in your circumstances** (such as change of address, birth of a child, additional income etc) which may be relevant to your case.
- To **bring in all the papers** relevant to your case which your adviser asks for. This includes notification of court/tribunal dates etc.
- **Not to negotiate on your own behalf** without discussing it first with your adviser.
- **Not to turn down an offer** from the other party which your adviser considers reasonable in the circumstances in order to have a tribunal or court hearing.
- To **provide written evidence** of your income, debts or other financial matters where appropriate. Your adviser will let you know what is needed.
- To **follow our advice** – unless you and your adviser agree you should do something different.
- To **be honest with us** e.g., by telling us about all your debts and income or what led up to your being asked to leave your employment.

If we are representing you and you fail to keep to these undertakings, the Advice Group **may decide it is no longer able to represent** you.

The Chase NC and the St Anns Advice Group - Acceptable Behaviour Policy

The Chase exists to facilitate a healthy, vibrant and inclusive community.

This means that the Community Centre, the Advice Group, the staff (whether employed or voluntary), Councillors, User groups/hirers, and the Public who access the Centre each have a responsibility to contribute to an environment where people and property are:

- ✓ Valued and respected (regardless of age, background, ethnicity, gender identity, political affiliation, race, religion or sexual orientation)
- ✓ Always treated courteously and respectfully in all circumstances.
- ✓ Permitted to engage in the activities of the Centre without hindrance.
- ✓ Encouraged to work with each other to solve differences and avoid conflict.
- ✓ Encouraged to consider the needs of others and moderate their own behaviour.

We believe that most people know how to behave in ways that support a healthy, vibrant and inclusive community and how to moderate their behaviour in appropriate ways so that their behaviour does not negatively impact other people accessing the advice centre and / or spoil their enjoyment of the Community Centre and its facilities. However, for the avoidance of doubt, The Chase NC and the St Anns Advice Group wants to identify the following behaviours as totally unacceptable:

Any behaviour which might reasonably be understood to intend by words, actions, attitudes or gestures to inflict hurt or harm on others or their property; and especially:

- ✓ Bullying – whether by word, verbally or written (including malicious gossip and ‘jokes’), actions (such as intimidation), electronic media (posting malicious content or opinions)
- ✓ Damage to Centre property or personal property
- ✓ Harassment – whether verbally or written, physically, sexually or by electronic media
- ✓ Offensive language – the Centre is open to people of all ages and cultural backgrounds, and coarse and offensive language will have a negative impact

on some people. Further, the neighbours of the Centre include families with young children, and they must not to be witnesses to coarse or offensive language.

- ✓ Publishing, displaying or circulating offensive materials whether discriminatory, racist, sexist, pornographic or otherwise offensive.
 - ✓ Victimisation – a negative action or attitude towards another person based on perceived differences of opinion or belief.
 - ✓ Violence – whether by words or actions or attitude
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Sanctions for Unacceptable Behaviour

It is expected that any of these unacceptable behaviours will be brought to the attention of the person behaving in this unacceptable way by management. It is expected that this will be done politely and respectfully, and it is expected that the unacceptable behaviour will be moderated immediately. Where a person is unable or chooses not to moderate their behaviour, management may be required to consider two questions: Is the unacceptable behaviour a likely criminal act? Will the unacceptable behaviour be moderated by further sanction? Management have a duty to consider the safe use of the Centre by the entire community and to consider the wellbeing of all staff. To safeguard the wider community and / or staff, they will consider a longer term or permanent ban on any person whose behaviour is unacceptable.