

Client charter

Our commitment to you

- You are at the heart of all we do and we will respect your individual needs and preferences. We strive to be an inclusive organisation free from discrimination.
- We will treat you fairly, respectfully and with courtesy. You can expect the same service and opportunities as any other individual.
- We will consult with you and involve you in the development and delivery of your housing and support services to ensure we are providing services that meet your needs.
- Transform encourages and welcomes feedback and we are committed to listening to your voice and seeking your opinions. We also want to hear your views on how you wish to be consulted.
- We will treat complaints seriously and strive to resolve them to your full satisfaction.
- We will support and empower you to become more involved in developing and reviewing our policies, services and performance standards.



For those clients who receive support from Transform:

- We will allocate you a keyworker who will meet with you regularly (at times agreed with you) to support you with any issues. This will help you on your journey to greater independence and maintaining your home.
- We will provide a comprehensive support plan agreed by you and your keyworker. You will be offered a copy of your support plan which will be reviewed regularly and on request.
- We will give you information and support to help you make choices and decisions about your future.

What you can expect from us

Transform clients can expect the best possible service at all times. To help us achieve this we commit to the following:

- ✓ We will **support and encourage you** to become as independent as possible.
- ✓ We will make, and keep, **agreed appointments** with you and will **respond promptly** when you contact us.
- ✓ We will provide **clear and accessible information** on the services we provide.
- ✓ We will ensure that Transform colleagues **are trained and have the skills** to provide a high-quality service.
- ✓ Where required, we will **support you to talk to people and contact organisations** outside of Transform.
- ✓ We will be **respectful and responsive to those also supporting you**, such as outside professionals, your friends or family.
- ✓ We will ensure that **all our policies, procedures** and **staff comply with our equality, diversity and inclusion policy** (this can be found on our website at www.transformhousing.org.uk/resources).
- ✓ We will treat all **personal information in a confidential manner** and in accordance with the **General Data Protection Regulation (GDPR)**. For further information, please see our detailed privacy notice at www.transformhousing.org.uk/privacy.



If you feel that any of these commitments have not been met, please let us know.

You can:

Speak to any member of support or project staff, face to face or over the phone by calling your local office.

Speak to the local manager.

Email us: info@transformhousing.org.uk

Call a member of our Central Office team: 01372 387100

