



## **New Pathways' Clients Charter**

### **Our Commitment to you.**

#### **We aim to:**

- Be an organisation which respects and values our clients.
- Provide the highest standards of service and care.
- Offer support to anyone who has experienced sexual violence.

### **Our Service Standards.**

#### **We will strive to:**

- Be compassionate, understanding and caring.
- Listen carefully to what you say and provide useful solutions to your concerns.
- Provide a warm welcome.
- Respond to any concerns you have promptly.
- Protect your personal information.
- Ensure all of our staff are appropriately skills and qualified.

### **You can help us by:**

- Keeping us up to date about any changes to your details.
- Letting us know if you have any special needs or concerns.
- Asking us to explain anything which you aren't sure of.
- Telling us if you no longer need our services.
- Telling us if you cannot make an appointment.
- Telling us what we can do better.
- Telling us what you need from our specialist services.
- Telling us how you would like to engage with our services.
- Asking if you would like to see copies of our policies, procedures, staff qualifications, compliance documents etc.

### **If you would like to give us feedback:**

- Email us on [feedback@newpathways.org.uk](mailto:feedback@newpathways.org.uk)
- Phone 01633 250205 and ask to speak to a manager.