

CLIENTS CHARTER

The Advice Service prides itself on the high standard of service it provides.

We would like to assure all of our clients that:

All visits, discussions and correspondence are maintained in absolute confidence.

The advice we give is maintained to the highest standard by subjecting it to scrutiny and by providing the opportunity for our advisors to update their knowledge.

No-one else will become involved in your case without your express permission.

If you have cause for complaint or concern, please write to:

Mrs Valerie Evens
Manager
The Community Centre
West View Advice & Resource Centre
Miers Avenue
Hartlepool TS24 9JQ

This will be investigated thoroughly, impartially and without prejudice, and a written response provided to you within 25 working days.

You will be seen within 20 minutes of your appointment time or an apology and explanation will be provided to you.

Trainees will only be invited to participate in your case with your express permission, and you are at liberty to refuse to assist in training without prejudice or detriment to your case.

You are entitled to a smoke free environment.

Our advice services are provided free and willingly without prejudice, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, ethnic origin, colour, nationality, national origin, religion or belief, sex and sexual orientation.

This policy is regularly reviewed and updated as appropriate.

Last Updated: 1 July 2022