

Version	4
Date Ratified	4 <sup>th</sup> October 2021
Date for Review	4 <sup>th</sup> October 2024

## Client Charter

### Aims

Bromley Mencap aims to offer the best combination of local knowledge and disability expertise, providing free, impartial and expert information, advice and support to disabled people and their families.

### What you can expect from us

Bromley Mencap undertakes to provide services with the following conditions:

1. Our telephone Helpline services are provided free. Information provided by the Helpline is for information purposes only and is not legal advice. If you are concerned about a specific legal issue relating to information you have received, you should seek independent legal advice. Our telephone Helpline is open between 9am and 5pm Monday to Friday.
2. Some of our services are provided on an appointment only basis.
3. Due to high demand, if you miss two appointments without letting us know, we won't offer further appointments.
4. If you miss an appointment we will try and contact you. If you don't respond to attempts to contact you by phone, text or email within 2 working days, on 2 occasions, we will close the referral.
5. We will not accept violence against staff, other service users, carers and visitors. Appropriate action will be taken against any individual or group of individuals who physically or verbally abuse, threaten or assault staff at work. This will include withdrawal of service and referring the matter to the Police.
6. The taking of images or photographs whilst attending a Bromley Mencap service or activity is strictly forbidden. Any unauthorised images published using social media will result in the withdrawal of service
7. We will make reasonable adjustments for people with disabilities.

### Fees & Charges

Some of our activities and events are charged for. The costs and eligibility criteria will be clearly explained and provided to anyone using our services. Fees and charges are non-refundable except, in exceptional circumstances. Information about our services can be found on our website: [www.bromleymencap.org.uk](http://www.bromleymencap.org.uk)

### Quality responsive services

We will attend to you as quickly as we are able.

- we will answer the phone promptly
- if the person you talk to cannot answer your enquiry, they will put you in touch with someone who can give you an appropriate response
- We aim to respond to your initial enquiry within two working days of first contact
- we will respond to all your letters and emails promptly
- If you have a suggestion about how we can improve our services, we will acknowledge this and respond to you

### **Courtesy and respect**

We will treat you with courtesy and respect.

### **Fair and equal services**

Our staff are aware of the cultural diversity of our communities. We will provide services in a fair and equitable way.

Because we want everyone to be treated fairly, we will ensure we have premises and facilities that you can access easily..

### **Confidentiality**

We will treat your personal and confidential information with sensitivity. We will collect, store and use your personal and confidential information responsibly with your consent. Please note that in some circumstances where we consider someone to be at risk of harm, we may be required to release your information without your consent.

### **Campaigning and Advocacy**

We will always advocate for the needs of the clients that we support and will ask you for your opinions and then respond to consultations which may affect you both locally and nationally on your behalf.

### **How you can assist us**

#### **Tell us your needs**

Help us to understand your needs so that we can give you the best possible service. You can do this by talking with our staff and participating in the consultation activities we conduct. We will listen to you.

#### **Tell us if things change for you**

Please tell us if there are changes we should know about, for example, changes to your contact details.

#### **Tell us how we are doing**

If something happens that you like or do not like about our service, please let us know. We want to ensure your issues are heard. You can tell us in a way that suits you:

- Talk to a staff member or manager
- Contact us online at [enquiries@bromleymencap.org](mailto:enquiries@bromleymencap.org)
- Call us on 0208 466 0790 (9am to 5pm, Monday to Friday)
- Write to us at:  
Bromley Mencap, Rutland House, 44 Masons Hill, Bromley, BR2 9JG

**To achieve this, we pledge to provide the following:**

- At the first point of contact, you will receive a polite, friendly, helpful and professional response.
- We aim for you to feel safe, with space to be listened to and we will have systems in place to ensure protection from harm. We will treat you with dignity and respect your beliefs and preferences.
- Your enquiry will be responded to within our specified quality standards and timescales. For example, on the Helpline we aim to respond to phone calls within 24 hours and emails within 48 hours.
- We aim to provide a range of access channels so you can contact us in the way you find most convenient such as phone, email, website, web forum and social networking.
- Your enquiry will remain confidential to Bromley Mencap unless it falls within our Child and Adult Safeguarding or Terrorism Procedures.
- We aim to give accurate and relevant information in response to your query and this may include signposting you to another agency for specialist, local or ongoing advice. We can also put you in touch with other Bromley Mencap Services which may meet your needs.
- We aim to provide you with quality information and, where resources allow, in the format or language that best suits your needs.
- We aim to ensure that Bromley Mencap produced information is evidence-based, accurate and up-to-date and conforms to quality standards. When this is not the case, we will advise you accordingly.
- To give you choice and involvement in the work of Bromley Mencap, we welcome your feedback, positive or negative. We will seek your views through customer surveys, focus groups, our website and personal contact. Your feedback will help us improve our services.
- In line with Bromley Mencap's beliefs, we aim, through informed choice, to empower disabled people to achieve their own potential.

**How you can help us:**

When you first contact Bromley Mencap, you will probably speak to our Helpline.

- Try to explain your concerns and circumstances as concisely as possible.
- Have a pen and paper handy to take down information and phone numbers.
- Remember Bromley Mencap cannot do everything, but we do have a range of services that we can offer. We will try to help directly or signpost you to another agency if it is felt that they could better meet your needs