

Version	7
Ratified By	Senior Management Team
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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.

Getting in touch with us

When you first contact Bromley Mencap, you will probably speak to our Helpline, which is open between 9am and 5pm Monday to Friday. To help us to direct your query to the right team, we ask that you:

- 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.
- Take note that 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.

We will attend to you as quickly as we are able to and commit to the following standards:

- We aim to answer the Helpline promptly within opening hours. Out of hours, you can leave a message for us and we will call you back on the following working day.
- 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 initial enquiries within two working days of first contact.
- We aim to respond to all calls, letters and emails promptly. Please note that some of our staff work on a part-time basis and that may have an impact on speed of response, where you need to speak to a particular member of staff.

- If you have a suggestion about how we can improve our services, we will acknowledge this and respond to you.

What you can expect from us

You should expect that we will behave in line with our published values, which are at the heart of who we are as an organisation. These are:

- Committed - Fully dedicated to providing unwavering support and care.
- Community-Led - Ensuring the people we serve are at the heart of everything we do, actively shaping decisions and driving change.
- Empowering - Helping people build confidence, independence, and opportunities at all stages of life.
- Connected - Fostering meaningful relationships and a lasting impact.
- Innovative - Embracing creativity and new approaches to improve lives.

In addition to our values:

- Throughout your dealings with us we aim to provide a polite, friendly, helpful and professional service. We will treat you with courtesy and respect.
- Our members are invited to participate in our coproduction activities, giving them a real say in the development of our services and informing our response to local and national consultations, as well as having the right to vote at our Annual General Meeting. You can find out more about the benefits of membership at our website at <https://www.bromleymencap.org.uk/get-involved/membership/>
- 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.
- We will ensure that our premises and facilities are accessible to disabled people.
- 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.
- In line with Bromley Mencap's beliefs, we aim, through informed choice, to empower disabled people to achieve their own potential. We will make reasonable adjustments for people with disabilities.
- Some of our activities and events are charged for. The costs and eligibility criteria will be clearly explained and provided to anyone using our

charged-for 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

What we need from you

- Help us to understand your needs so that we can give you the best possible service. Please be as open as possible in your enquiry or when asked for further information, so we can provide you with the most accurate advice and support available. If we do not have the full picture, we cannot give accurate advice. Please bear in mind that if you fail to provide required information or continually change the information you give, then we will not be able to support you.
- Please tell us if there are changes that we should know about, for example, changes to your contact details.
- Please try not to miss appointments without letting us know beforehand. If you do miss an appointment we will try and contact you, however if you don't respond to attempts to contact you by phone, text or email within two working days we will close the referral. If you miss two appointments without letting us know, we won't offer further appointments.
- We are unable to work with people who regularly refuse to follow the advice given by Bromley Mencap staff or where we suspect or know that a client is attempting to make a fraudulent benefit claim.
- Please treat our staff and volunteers with dignity and respect. We will not accept violence, aggression or discriminatory behaviour against staff, volunteers, other service users, carers and visitors. Appropriate action will be taken against anyone who physically or verbally abuses, threatens or assaults people. This will include withdrawal of service and referring the matter to the Police. Our Exclusion From Service Policy is available on our website.

Giving us feedback

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.
- 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.