

## **The SurvivorsUK Service Users Charter - Our promises to you**

1. We ensure that all documents that affect you (such as our mission and values, strategic plan, ethical frameworks, governance and our policies and procedures) are made public and available to you in a suitable format.
2. We engage with service users in the design and review of services and activities, via the Service User Panel, feedback forms and other appropriate means.
3. We ensure that all staff and workers are suitably experienced, qualified and trained to provide safe and effective services. Qualifications held by our staff are listed on the 'meet the team' page on our website, and service users can request relevant information about any member of staff or worker.
4. We take all complaints seriously and respond quickly, as per our Complaints Procedure (details on our website).
5. We empower our service users to make choices about the services you receive, how you engage with us as an organisation and what outcomes you want to achieve. We do this by informing you of the options and purpose of all our services and procedures, and discussing with you your role in the development of the support plan.
6. We ask all service users about the preferred gender identity of your support worker, and endeavour to meet this wherever possible.
7. We support service users while you wait for services, and signpost/refer to other agencies whenever appropriate and helpful.
8. We analyse and consider all outcome data and feedback, and ensure that any findings are made available to you.
9. At all times we aim to provide holistic, client-centred services and will be as flexible as possible in order that you can receive the service you want.
10. We recognise that each person has their own unique journey towards justice, recovery and happiness and that each journey is equal, valid and to be honoured.