



Burmantofts Community Projects

SERVICE STANDARDS

We aim to:

- treat everyone fairly irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation
- be honest, ethical, courteous and professional at all times
- offer a tailored service that is Free, Confidential, Impartial and Independent
- safeguard our clients reputation in all the work we undertake by showing respect to our client's and having a professional relationship through our fair, transparent service
- be client focused
- respond promptly to enquiries
- be acutely aware and respectful of the vulnerable
- maintain client confidentiality having regard to the current legislation and professional requirements
- abide by all relevant statutes and regulations in the work we undertake
- make sure that the information we provide about our services is accurate and up to date
- continue to strive to improve or exceed our service standards and welcoming comments and suggestions that could lead to further improvements in our services
- handle any complaint with the utmost care and respect. In the event of any dissatisfaction by clients, service providers or funders, all communication will be dealt with as promptly and professionally as possible.