

Client Charter/Service Standards

Our Promise to you:

- We will provide advice services that are free, independent, impartial and confidential
- We will treat you fairly with respect and courtesy at all times; making our services accessible to as many people as possible.
- Provide you with a high standard of service, respond quickly to your enquiry and direct you appropriately (signposting if necessary)
- Work within appropriate legislation and within the guidelines which are set out in our Quality Manual
- Signpost or refer clients to services outside the organisation that may help them more effectively and/or provide additional support
- We will listen to client feedback and make improvements to service delivery where possible
- We will provide ongoing training and development to our staff and volunteers including relevant recognised qualifications
- We will review our Quality Policy regularly to ensure we maintain robust quality procedures and continue to deliver the highest quality advice services

Service Delivery Standards

- Staff and volunteers will respond to telephone messages or emails as soon as possible
- Staff and volunteers will listen to you and take your views into consideration when deciding an appropriate course of action
- Staff and volunteers will keep your information confidential and private in line with our Privacy Policy available on our website (www.gypsy-traveller.org/privacy-and-cookies) and GDPR legislation
- Staff and volunteers will respect cultural and religious diversity and language needs
- Staff and volunteers will ensure that people with disabilities can access our services

Your Responsibilities

- That you treat our staff and volunteers politely and with respect
- Keep to your appointment time and let us know at the earliest opportunity if you are unable to attend an appointment

- Bring any relevant paperwork/documents to your appointment and provide us with accurate and up-to-date information when requested
- Be open and honest with the adviser to enable them to assist you in the best possible way
- You carry out any actions agreed with you in the agreed timescales and tell us as soon as possible if your circumstances change
- You let us know if you need an interpreter to use our services

Sexual Harassment

- We are committed to creating a safe and respectful environment for everyone. Our zero-tolerance approach means that any form of sexual harassment—whether from or toward clients, vendors, contractors, or visitors—will not be accepted nor tolerated. This includes verbal remarks, physical contact, suggestive gestures, inappropriate messages, and any other behaviours that create discomfort, intimidation, or a hostile atmosphere.
- If a third party engages in any of these behaviours, immediate action will be taken, which may include ending services or partnerships. We expect this standard to be maintained and respected by everyone, ensuring a safe, positive and dignified working environment.

Staff Safety

- All staff have the right to:
 - Work in a safe environment, free from harm and/or abuse
 - Be treated with respect
 - Report concerns without fear of retaliation
- Abuse may include but is not limited to:
 - Verbal abuse: shouting, swearing, threats, or demeaning comments
 - Physical abuse: pushing, hitting, spitting, or any physical contact intended to harm
 - Psychological abuse: intimidation, manipulation, gaslighting, or persistent undermining
 - Racist, sexist, homophobic, transphobic or other discriminatory abuse
 - Sexual harassment or inappropriate behaviour
 - Online abuse or cyberbullying
- Any forms of intoxication of clients, vendors, contractors, or visitors will not be tolerated

- If any party engages in any of these behaviours, immediate action will be taken, which may include ending services or partnerships. We expect this standard to be maintained and respected by everyone, ensuring a safe, positive and dignified working environment.

Complaints Procedure

FFT is committed to providing a high-quality service to all our clients and service users. If you have a complaint, we need you to tell us about it. This will help us to improve our standards and if you require a copy of our Complaints Policy please speak to a member of our team who will provide you with a copy.

Access to your Records

Under General Data Protection Regulations, you have the right to obtain a copy of your personal data as well as other supplementary information. If you would like to see a copy of your records, please ask a member of the team who will supply you with a copy of the Privacy Policy and process your request.

Publicising the Client Charter Our Client Charter is made available to clients upon request and also on our website.