

What you can expect from us

Transform clients can expect the best possible service at all times. To help us achieve this we commit to the following:

- We will treat people fairly, respectfully and with courtesy.

- We will treat all personal information in a confidential manner and in accordance with the data protection legislation (for a copy of our data protection policy please speak to a member of Transform staff).

- We will make, and keep, agreed appointments with you.

- We will respond to you promptly when contacted by you.

- We will provide clear and accessible information on the services we provide.

- We will consult regularly with you to ensure we are providing services that meet your needs.

- We will ensure that all our policies, procedures and staff actions conform to our equality and diversity policy (for a copy of this policy please speak to a member of Transform staff).

- We will help and encourage you to become as independent as possible.

- We will treat complaints seriously and strive to resolve them to your full satisfaction.

- We will ensure that our staff are trained and sufficiently resourced to provide a high quality service.

- Where required we will support you to talk to outside agencies and others and ensure that the services we provide are open to all.

- We will be respectful and responsive to those also supporting you, such as family members and other professionals.

Not getting what you expected?

If you feel that any of these commitments have not been met, please let us know. You can:

- speak to any member of support or project staff
- speak to the Housing & Support Manager or Team Supervisor
- email us at info@transformhousing.org.uk
- call your local office or a member of our Central Office team on **01372 387100**

We will investigate the matter and, if we agree that we have failed to deliver on any of our commitments, we will apologise and endeavour to put the matter right.