



Southwark Pensioners Centre Advice Service Standards

Our promise to you:

- We will provide advice services that are free, independent, impartial and confidential
- We will always treat you fairly with respect and courtesy, making our services accessible to as many people as possible.
- We will provide you with a high standard of service, respond quickly to your enquiry and direct you appropriately (signposting if necessary)
 - *Signposting gives clients information about other providers of services appropriate to the client's needs. This will be based on the knowledge of the agency and the needs of the client.*
- We will signpost or refer clients to services outside the organisation that may help them more effectively and/or provide additional support
We will work within appropriate legislation and within the guidelines which are set out in our Quality Manual and organisational policies
- 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 and update, if necessary, 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 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. For example, if a client cannot come to us or communicate with us due to a disability, where possible we will carry out a home visit, seek to support over the phone or refer to other agencies.

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 and open 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

Complaints Procedure:

Southwark Pensioners' Centre 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 in order to help us improve our standards. 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 (please be aware this can take up to 40 days).

Publicising the Client Charter:

Our client charter is made available to clients through our initial client care letter available on our website and other publicity materials located throughout our building