

**Contact London Family Support Service Standards**

**Our Promise to you:**

* We will provide advice services that are free, independent, impartial, and confidential and non-judgemental.
* 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 referyou to services outside the organisation that may help you more effectively and/or provide additional support, where we can’t support you, where it is appropriate, and with your agreement.
* We will listen to feedback and make improvements to our service where possible
* We will provide ongoing training and development to our staff and volunteers
* 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 and GDPR legislation:

<https://contact.org.uk/about-contact/policies-and-ethics/privacy-policy/>

* 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

**What we ask of you so that we can help you in the most effective way:**

* If requested by your family worker or member of staff, please bring any relevant paperwork/documents to your appointment and provide us with accurate and up-to-date information when requested
* Please let us know if you as early as possible if you will be unable to attend an appointment with us
* Please let us know if you need support to access our service, for example if you need support in understanding English or need translation, or mobility.

**Complaints Procedure**

Contact is committed to providing a high-quality service to all our clients and service users. If you have a complaint please tell us about it. This will help us to improve our standards. Contact complaint policy is available on our website [here](https://contact.org.uk/about-contact/contact-us/feedback/)

**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 Service Standards**

Our Family Support Service Standards are made available to families we support through our [website.](https://contact.org.uk/help-for-families/information-advice-services/local-support/local-contact-offices/london-hub/)