



CHARTER OF RIGHTS AND RESPONSIBILITIES “SERVICE USERS”

Service Users' Rights

- ✓ An effective, quality service
- ✓ Be treated with respect
- ✓ Have their need for confidentiality respected and maintained
- ✓ Equal access to the services offered
- ✓ Have their complaints/grievances addressed
- ✓ Have the opportunity to provide input to the management of the service
- ✓ Have the right to decline/withdraw from the service offered by the service.

Service Users' Responsibilities

- ✓ Treat staff with respect
- ✓ Treat other users with respect
- ✓ Provide feedback on the service
- ✓ Inform staff of any concerns of difficulties
- ✓ Contact staff regarding ideas for improving the service.



CHARTER OF RIGHTS AND RESPONSIBILITIES

“STAFF”

Staff Rights

- ✓ Be treated with respect
- ✓ Training, information and resources
- ✓ Privacy and confidentiality
- ✓ A safe and healthy working environment
- ✓ Provide input to service management
- ✓ Have complaints managed in a positive manner without discrimination
- ✓ Have the right to refuse/withdraw a service, within policy guidelines.

Staff Responsibilities

- ✓ Be responsive to service users' needs
- ✓ Provide an effective, appropriate, quality service
- ✓ Provide a safe and healthy environment for the service
- ✓ Be non-discriminatory
- ✓ Treat service users with respect
- ✓ Respect the need for service users' privacy and confidentiality
- ✓ Manage complaints/grievances in a positive manner without discrimination
- ✓ Be sensitive and responsive to service users' concerns and difficulties
- ✓ Consider service users' needs and views when evaluating and planning service provision.