



## Client Charter

We at **Path**:

- Are committed to providing you with a confidential\*, impartial and appropriate service  
(\*=There are exceptions, a copy of the Confidentiality policy can be obtained from the office)
- Will be polite and respectful
- Will listen to what you have to say, advise you of the help we can give you and if necessary, refer you to a more appropriate service
- Aim to always be appropriate, within the law and realistic.

In return **Path** expects that clients will:

- Be polite towards us and our other clients
- Not come to the agency under the influence of alcohol or drugs
- Keep your appointments or be in when we visit you and let us know when you cannot attend
- Work **with** us to achieve your goals.

**Path** and equality of opportunity:

- Path believes that equality of opportunity benefits all and that everyone has a part to play in creating a fairer and more effective society.

**If you are dissatisfied with any aspects of the service, or have any comments, please:**

Raise the matter with your worker who will attempt to put the matter right. If this is not possible you may request a complaint form from either your worker or from our main office:

Harwell Centre  
28-42 Harwell Court  
Western Approach  
Plymouth PL1 1PY  
Tel: 01752 255889

Fill in the form and send it in to the Director at the above address. All complaints and feedback will be responded to within 7 working days. If you are still not satisfied with the response that you get to your complaint, then you can write to the Chair of the trustees at the above address.