



'Working with us' Policy

What you can expect from us:

- We will always show you respect and do all that we can to understand your circumstances. We will approach every interaction with kindness and integrity.
- If we ask you for information or documentation, we will clearly explain what we are asking for, and why we are asking for it.
- We will accommodate your needs and preferences wherever we can to enable access to our support and services. We will listen to you, including what support you feel you would benefit from and how you prefer to communicate.
- We are not always able to assist with all requests. When this is the case, we will always do our best to suggest alternative options for support
- All interactions with us are confidential. Information about your circumstances and applications will only be shared with members of the team when this is necessary for us to ensure we support you, with your explicit written consent, or if we believe you or someone else is at risk of harm. In that instance, we may need to break confidentiality. For more information, please see our Privacy Policy.

We ask that you:

- Treat our staff with respect. Everybody has the right to work in an environment free of abuse and harassment. If a staff member experiences abuse or harassment, they will end the communication and escalate it to their line manager. We reserve the right to not provide, or end support, in instances where our staff are subjected to abuse and/or harassment to protect the wellbeing of our colleagues.
- Provide correct information about your circumstances and let us know if they change. Share any information or documentation that we request, if you can, and let us know if there are difficulties in doing so. We will always work with you to overcome those wherever we can.
- Understand we may not be able to assist in all circumstances, and the support we can provide may change from time to time in response to need and demand for our services.
- Appreciate that we are we are a small team, so the person or people best placed to respond to your enquiry may not be immediately available. We cannot respond to all requests immediately and ask for your patience while awaiting a response from us.

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