

CLIENT CHARTER



We will give you services that help you.

Our services are always changing so that you can get what you need.

Our staff are here to help you get that.



We will give you choices

We can manage your funding for you.

Or you can use someone else to help manage your funding.



We will answer your calls quickly

If you write to us, we will answer within one day.

If we can't answer your questions, we will find someone who can.

If you have a visual or hearing disability or if you need an interpreter, we will help.

If you are not happy with our service, please tell us.



We will keep your contact details private and not give them to anyone else.