



## **Our Client Charter**

**“Creating a centre of excellence that leads in partnership working to develop and sustain non-violent, healthy communities in the North-West.”**

## **Welcome**

*I hope that your first contact with our service has been welcoming, reassuring and informative.*

*Foyle Women's Aid is the lead agency working with Domestic Abuse and has vast experience working with all situations.*

*We have excellent, dedicated, hardworking staff teams that are skilled and committed to providing you with a high-quality support service.*

*All of the services we provide have been designed in partnership with service users to ensure that you get all the help you need on your support journey through Foyle Women's Aid services.*

*We work within a strong ethos and culture of self-help and empowerment, and you will experience this by working and living by our clear core value system that is displayed throughout our premises, and within activities throughout the organisation.*

*We will frequently ask you about how you experience the services on an ongoing basis. This is to ensure continuous improvement and development of new services.*

*It is important to us that your voice is heard and we will do our very best to make sure your needs are met.*

Marie Brown

Director

## SERVICE EXCELLENCE

<b>Clients can expect:</b>	<b>FWA commits to:</b>
<ul style="list-style-type: none"> <li>▪ To be advocated and empowered to make changes and reach their goals</li> <li>▪ To be kept well informed</li> <li>▪ Staff to strive to understand your needs, fears and wishes</li> <li>▪ FWA to build open and honest relationships, and act with integrity and confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>▪ All our staff being committed to our self-help ethos to listen, challenge and support you to achieve your goals</li> <li>▪ Ensuring that all information is up-to date, correct and relevant</li> <li>▪ Make sure you are satisfied with the support and experience you received</li> <li>▪ Working in accordance with the values and ethos of FWA</li> </ul>

## EFFECTIVE COMMUNICATION

<b>Clients can expect:</b>	<b>FWA commits to:</b>
<ul style="list-style-type: none"> <li>▪ Clarity about the services we offer, and honesty about what we can and can't do</li> <li>▪ A timely response to inquiries by phone, in person or online</li> <li>▪ To be treated with courtesy, respect and a non-judgemental understanding</li> <li>▪ To be empowered to make decisions</li> </ul>	<ul style="list-style-type: none"> <li>▪ Keeping our promises by doing what we say, when we say</li> <li>▪ Making sure your experience is supportive and confidential</li> <li>▪ Understanding your needs, pressures and situation</li> <li>▪ Providing you with choices where we can do so, openly and honestly</li> </ul>

## CONTINUOUS IMPROVEMENT

<b>Clients can expect:</b>	<b>FWA commits to:</b>
<ul style="list-style-type: none"> <li>▪ FWA to put things right if they go wrong</li> <li>▪ To be consulted about improvements to service delivery</li> <li>▪ FWA to improve our services based on your feedback</li> <li>▪ FWA to continuously improve everything we do</li> </ul>	<ul style="list-style-type: none"> <li>▪ Apologising if we make a mistake, fixing it quickly and fairly, and learning from our mistakes</li> <li>▪ Making it easy for you to have your say in what we do and how we do it</li> <li>▪ Using your feedback to make changes and removing any unnecessary bureaucracy</li> <li>▪ Delivering continuous improvement and increased satisfaction</li> </ul>

## WORKING WITH OTHERS

<b>Clients can expect:</b>	<b>FWA commits to:</b>
<ul style="list-style-type: none"> <li>▪ Knowledgeable teams who can help you when in crisis and recovery</li> <li>▪ A consistent standard of service across all services</li> <li>▪ To be treated with equality and fairness</li> <li>▪ A holistic approach to your recovery</li> </ul>	<ul style="list-style-type: none"> <li>▪ Making sure we are here to support you to safety and positive wellbeing</li> <li>▪ Ensuring that staff are clear about what is expected of them</li> <li>▪ Implement non-discriminatory practice</li> <li>▪ Providing an opportunity to access a wraparound service</li> </ul>

## **FWA Values**

**Respect:** We treat others with equality and fairness.

**Understanding:** We strive to understand the needs, fears and wishes of others.

**Shared Learning:** We are committed to exchanging knowledge, experiences and ideas.

**Trust:** We will build open and honest relationships, and act with integrity and confidentiality.

**Non-Judgmental:** We respect the right to hold opinions and the choices of others, even though they might be different from our own.

**Challenge:** We advocate and question to empower all to make changes and reach their goals.

## **FEEDBACK AND COMPLAINTS**

If you do have feedback that you would like us to consider, please get in touch using the contact details below:

Louisa Young  
PA  
Foyle Women's Aid  
24 Pump Street  
Derry~Londonderry  
BT48 6JG

For further detail on how to make a complaint, please refer to the **FWA Comments & Complaints Policy & Procedures**.