



SERVICE USER CHARTER

We will ensure we will:

- Provide information to help you decide about using our service and the options available.
- Deliver services in safe, clean, and well-maintained surroundings.
- Treat you with respect and dignity.
- Offer you the same core service whatever your gender, age, race, ethnicity, religion, sexuality, or physical or learning ability.
- Keep information about you confidential in line with NHS Information Governance standards.
- Work with you to plan a service and treatment to meet your individual needs.
- With your agreement, involve your family, carer(s), or advocates in services we provide you with.
- Tell you how to make a complaint or compliment, without affecting any services we provide you with.
- Invite you to be involved in the wider recovery community within Derbyshire

In return, we ask that you:

- Respect others
- Do not bring in alcohol or drugs
- Participate fully in the service we are offering you