



RIGHTS AND RESPONSIBILITIES CHARTER

You have a Right to:

- Be treated with respect at all times
- Receive a service sensitive to your needs, acknowledging culture, religion, sexual identity & any other diversity
- Expect confidentiality in line with Oasis's confidentiality policy
- Access any files or notes kept about you and your children by Project staff
- Have access to information about all of the Project's services.
- Have access to all of the Project's policies which are relevant to you & the right to ask questions if something isn't clear
- Receive an effective service
- Give anonymous feedback and/or suggestions via the suggestions box
- Provide complaints and compliments to staff, anonymously if you wish
- Make a formal complaint and receive advice on how to do this

You have a Responsibility to:

- Treat everyone within Oasis with respect
- Be sensitive to differences in beliefs and culture
- Not engage in aggressive or violent behaviour
- Respect confidentiality of service users, inside and outside of Oasis.
- Leave your personal prejudices at the door
- Observe the Project's guidelines, policies and procedures
- Keep all appointments and notify Oasis staff if you are late or can't attend
- Abide by any contracts signed.

