



The Richmond Fellowship
Scotland

What we promise to the people we support

We promise to

- provide the best service we can to you
- recognise you as a unique individual
- put you at the centre of everything we do to support you
- treat you with respect and dignity at all times
- never discriminate against you in any way because of your gender, your sexual orientation, your age, your ethnic background, your religion, your disability or for any other reason
- listen to what you tell us and design our service around your needs and your choices
- listen to your family, your friends and anyone who speaks on your behalf.
- offer you opportunities to be part of your local community
- help you to make new friendships and relationships
- offer you new opportunities to learn, to develop and to achieve your potential
- explain how your service runs and how this affects you
- offer to involve you in choosing the staff who will support you
- invite you to help in planning improvements and changes to the way we work
- think about your health and safety in all our work and help you to weigh up risks and benefits
- respect your rights to confidentiality
- offer you access to all your records and encourage you to add your own views and comments
- listen to your complaints, investigate them and act on the findings
- explain if we cannot provide a service to you and help you find a more suitable service



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