

Welcome to Centrepont. We would like you to get the most out of your time with us and there are some things that we will promise to do to make this happen. We have listed below the **Centrepont Services Promise** that we make to all young people who seek support and assistance from any Centrepont service.

These service promises are for you, the young people we work with at Centrepont. A copy will be given to you in your Welcome Handbook and it will also be displayed in easy to see places around the service you use.

If you use Centrepont's services, we promise that:

1. You will be treated equally and fairly at all times.
2. The place where you stay will be safe, welcoming, clean, comfortable, well maintained and repairs will be carried out promptly.
3. You will be supported and have access to a range of services that will help you to meet your immediate needs, and develop the skills you need to realise your potential in the future, enabling you to live more independently.
4. You will receive high quality services that respond to your goals and hopes.
5. You will be given clear and up to date information about how the service works, what it can offer you and what is expected of you.
6. You will be given clear and up to date information about the learning opportunities available to you either within Centrepont or externally.
7. You will be given impartial advice and guidance that will help you to make informed choices. Sometimes we may challenge you – but we will always recognise your strengths and the potential you have to change situations.
8. You will be able to have a say about what happens in the service where you stay and how it could be improved. The staff will take note of your views and give you feedback.
9. All information about you will be treated in line with our Confidentiality & Privacy Policy, which will be clearly explained to you when you start working with us. You will have access to all of the information that is written about you and will be told who else has access to this information.
10. You will be told how you can make a Comment, Suggestion or Complaint and have easy access to the procedure.
11. You will be given clear information about the reasons for any warnings or evictions and how to appeal against these.
12. Where meals are provided, they will be attractive and appetising. Menus will be on display so that you know what is being served to you.

If you do not feel we are meeting our Service Promise in any way, please let us know by giving us your feedback, as this is important to help us make improvements. You can do this by talking to staff or by completing a form and leaving it in the Comments, Suggestions & Complaints Box.