



# Senior Services – Client Charter

Senior Services connects older people with information and services needed to live an independent and healthy life. It provides financial information and support, helping older people to live in a place they choose.

## We will

- listen and give you the right information
- be prompt, efficient and friendly
- explain what you are entitled to
- ensure your privacy
- put things right
- put you in touch with other people who can help you
- offer you information in your own language where we can
- respond to your feedback, concerns and complaints
- be sensitive to your needs

## You have the right to

- nominate a person to work with us on your behalf
- expect that your information is kept confidential
- make a complaint or ask for a review
- be treated with courtesy and respect

## In return we ask you to

- tell us if your situation changes
- let us know straight away if something goes wrong
- provide us with the information we need to help you
- treat our staff with courtesy and respect

