



Service User Charter of Rights



Service Users at Ruhama have the following rights:

- The right to feel safe, heard and respected when engaging with Ruhama
- The right to access services regardless of your age, race, gender, sexual orientation, religion, disability, or immigration status
- The right to complain and make comments without it having a negative effect on your access to the service
- The right to suggest changes to Ruhama, including service provision, supports and awareness raising initiatives
- The right to confidentiality in the processing of any information relating to your case*

Service Users are expected to fulfil the following responsibilities:

- The responsibility to respect the dignity and privacy of staff, volunteers and other service users
- The responsibility to treat other service users and staff with courtesy and respect
- The responsibility to make every effort to respect appointments with Ruhama including group meetings, one-to-one meetings, and support meetings with third parties
- The responsibility to respect the views of other service users and facilitators in a group setting
- The responsibility to communicate with your caseworker if your care plan does not meet your needs

***In some circumstances, where there is a perceived threat to your safety or the safety of others, Ruhama staff or volunteers may be obliged to provide information to a third party. This will be conducted in line with our confidentiality policy.**

The Charter of Rights was developed by service users in collaboration with staff