



Pioneering Care Partnership Charter of Service Standards

The Pioneering Care Partnership is a local charity whose aim is to improve health, wellbeing and quality of life, and to reduce inequalities in health. The prime activity of the organisation is managing a 'one stop shop' healthy living centre, 'The Pioneering Care Centre' in County Durham, and to deliver a number of outreach projects, courses and activities in communities across County Durham and Darlington.

We aim to deliver good quality services that are focused on the needs of our users.

We will:

- Welcome you.
- Treat you fairly and equally and not treat anyone differently because of race, sex, marital status, age, disability, sexuality or belief.
- Be polite and treat you with respect.
- Respect your right to confidentiality, privacy and safety.
- Provide services and support of the highest possible standards.
- Only ask for relevant information.
- Be open and honest.
- Always listen to you and take any comments or feedback seriously.
- Aim to answer all communications promptly whether by telephone, letter, fax, email or text.
- Where requested provide information in alternative formats (i.e. Braille, larger text size, audio etc) and languages.
- Provide you with the information that the Pioneering Care Partnership has about you, on request.

What you can do:

- Let us know if you are going to be late, or need to cancel or change an appointment.
- Be polite and courteous at all times, as we have a duty to protect our staff and visitors from offensive and abusive behaviour.
- Be considerate to other people using our services.
- Reply to any letters we send you, promptly.

Please tell us if we are not achieving these standards by using our Comments, Compliments and Complaints forms that are available from reception, or you can telephone 01325 321234, or email enquiries@pcp.uk.net

Please be aware that any personal information you provide PCP will be treated in accordance with the Data Protection Act 1998 and the Freedom of Information Act 2000.

Registered Office: Pioneering Care Centre, Carers Way, Newton Aycliffe, Co. Durham DL5 4SF

Tel No. 01325 321234

Email: enquiries@pcp.uk.net

www.pcp.uk.net

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