



Community Links Service Standards

Community Links service users can expect:

- Courteous, helpful and friendly staff
- Impartial, relevant advice and confidential guidance
- Awareness by staff when to refer you to more specialist help
- A firm commitment to advancing equal opportunities
- Formal and informal channels for expressing service users' views
- Any discrimination, harassment or victimisation among service users or between service users and other people at Community Links to be dealt with under our Disciplinary Procedure

If we fail in this you can expect:

- A readiness to accept responsibility for our shortcomings
- A willingness to put things right
- Staff at all levels empowered to use their initiative to solve problems
- A straightforward complaints procedure
- A prompt response to any formal complaint
- Assurance that we learn from our mistakes

What we expect of our service users:

- Punctuality to appointments, to avoid disrupting fellow service users
- Thoughtfulness, tolerance and respect for others
- Considering the needs of fellow service users and not being over-demanding of time and attention to the detriment of others
- Following safety instructions at all time, particularly and fire evacuation procedures

Community Links Centre's Equality and Diversity Statement

Community Links aims to be fully inclusive. We welcome people from different age groups, people from all races, nationalities and ethnicities, people of all faiths or no faith, people from all social classes, people with disabilities, whether male, female or transgender, and whether straight, lesbian, gay or bisexual. For further details of our Equal Opportunities Policy, please ask a member of the Advice Team.

Community Links' equality policies are compliant with the Equality Act 2010.