

Your rights as a Solve client

This document is about the way that Solve works with you. It explains

- the kind of treatment you can expect from us
- what we can expect from you.

What you can expect from us

There are some important things that you can expect from us when you use our service. These things are:

To be treated with dignity and respect.

This means that we are polite and treat you with care and understanding.

We pay attention to your needs and do not insult you.

To be involved in making decisions about your project.

This means that we pay attention to your views and opinions.

We listen to you when you tell us what you want from our service.

We explain to you what we are going to do, and we do the things we say we will.

To privacy.

This means that we will not share information about you to anyone else without checking with you.

Sometimes the government or the courts ask us for information and we must give it to them. We will tell you if this might happen to you.

To be treated equally and fairly.

This means that everyone who asks Solve for help can expect to be treated in the same way.

It also means that we will pay attention to any special needs you may have that relate to your:

- age, culture, gender, disability, faith, sexuality and language

To be supported by someone of your choosing.

This means that you have the right to ask for help from a person (or group) that you trust if you need someone to support you during your involvement with Solve.

To change your mind about receiving assistance

This means that you can cancel your request for help from Solve at any time, even when your project has been started.

To access your personal records.

This means that you can ask to see any records held by Solve, that are about you.

To make complaints about Solve if you are unhappy with our service

We want your feedback so that we can provide a good service.

If you are unhappy with our service we would like you to tell us so that we can do better.

To have your complaints handled fairly and quickly.

This means that we will take your complaints seriously, and investigate them as soon as we can.

What Solve can expect from you

There are lots of things that you can do to help us as we work with you. These things are:

To treat others with respect.

This means respecting the rights of other clients, volunteers and Solve staff.

To accept the consequences of your choices and decisions.

You might make the wrong the choices and decisions about what you want us to do for you.

If this happens, we will help you to find a better solution if we can.

To provide Solve with information that will help us meet your needs.

We will need to get some personal and health information from you.

This will make sure we provide you with the best solution for your needs.

Sometimes, we need a lot of information. Please tell us if you think there is other information that might also be useful.

To pay for your projects.

We will usually need some payment from you when your equipment is finished.

This pays for things the volunteer had to buy to make the equipment and their travel costs.

We will talk to you about this before your project is started.

If you have any special payment requirements, or if you want to change the way you are paying, you must tell Solve straight away so that we can talk about other ways of paying.

To let us know if there are changes that might affect how we run your project.

Sometimes, things might change that mean your project might also have to change.

This might be a change in what you can do, a change in how much you can pay, or some other kind of change.

If you think a change might affect the project, please let us know as soon as possible.

To let us know if your project is not needed anymore

Sometimes, things might change that mean your project is not needed anymore. Please let us know straight away.

To have a safe place for us to visit.

We will need a safe place to visit you.

This means keeping pets on a lead or outside, and not smoking during the visit.

Please let us know if you think there is anything else that may not be safe.