

Service User's Charter of Rights QP-10

What we expect from you

We expect you to:

- respect our staff,
- respect our property, and
- respect other WIDA service users.

For more information, contact:

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What you can expect from us

Respect

You have a right to:

- be treated with dignity and respect by our staff and other service users at all times, and
- enjoy a social life and be included in activities and events if you want to.



Privacy

You have a right to:

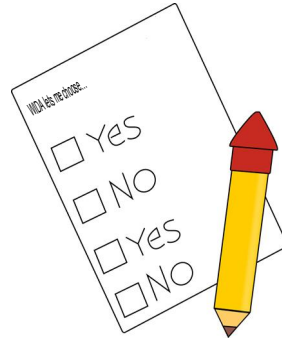
- have your privacy and your property respected at all times,
- have your personal information kept private, and
- have quiet time to be on your own if you want to so long as it's safe for you and everyone else.



Choices

You have a right to:

- get information about all the choices you can make as a WIDA service user and have those choices fully explained to you, and
- make the choice that suits you best so long as it doesn't affect anyone else's rights.



Safety

You have a right to:



- feel safe and cared for in everything you do,
- enjoy the feeling of being safe without feeling that you are being over-protected, and
- be free from anyone taking advantage of you or abusing you in any way.

Opportunities and chances

You have a right to:



- have opportunities and chances to help you achieve all you can,
- make full use of resources that are available to you, and
- make the most of your life.

Equality and diversity

You have a right to:

- be as independent as possible and be happy with your life,
- be loved and respected no matter where you're from, what your religion is or what you look like,
- be treated the same as anyone else and not be bullied or picked on, and



- be free to complain without worrying that it will cause trouble for you.