

# Client Charter

## How we promise to work with you

- We will clearly explain what information we need from you and why.
- We will help you identify which of our services best meets your needs and offer clear guidance on what these services can provide.
- We can give you information about services or other organisations and help you to access these.



- Our website and social media sites are regularly updated and we will do our best to respond to you within 24 hours.
- We welcome feedback and will make changes to our services based on what you tell us.
- We have a transparent complaints procedure if our services fall below our promised standards.



*"We are all mums who have a recovered lived experience of maternal mental illness."*

*"We are peer support workers and are here to welcome, listen and work with you."*

*"We are warm, friendly, respectful and non-judgmental."*



- Our venues follow Covid-19 secure guidelines and risk assessments are in place for all of our services.
- Our services are confidential however we follow a safeguarding procedure to protect the welfare of children and adults with needs for care and support. In certain circumstances we may need to share information with our safeguarding leads and other professionals as appropriate.
- We welcome feedback and will make changes to our services based on what you tell us.