



B3 (Brent Service User Council) & Brent Public Health's Charter v1.2

We expect:

1. To be treated equally, with respect, individuality and fairness;
2. To be treated as a person, not a problem;
3. To be given the opportunity to get involved in the services we use and be allowed to participate in an authentic and productive way;
4. Staff to seek feedback from service users for improvement;
5. To have a voice to help improve the services;
6. To be kept informed on the changes to the services;
7. To receive the best quality service that can be provided, and for providers to be held accountable when this is not the case;
8. To understand the options available and be involved in the decision making process;
9. All service users to be told about the wide range of services available to them;
10. All service users to be told about B3 Service User Council for Brent Public Health and know how to contact it with regard to issues or complaints;
11. Service users details to be treated as confidential and only shared on a need-to-know basis for our benefit in treatment;
12. Service users to feel safe in the services, free from abuse, bullying and victimisation;
13. Every service provider to comply with agreed methods of complaining and to share this process with service users so that we know how to make suggestions or complaints;
14. Every service provider to adhere to the appropriate cleanliness and facilities for the services offered;
15. Service users to be involved in the recruitment process for all prospective employees; and
16. Services should have a service user representative that is able to meet with B3 at least once a month.