

LIDAS

Service Users' Rights

PURPOSE:

To establish the policy of LIDAS with regard to the rights of persons using LIDAS services.

PART ONE – POLICY STATEMENT

We want all women men and children who need our services to get those services at the time and in the way that best suits them. We cannot meet all needs at all times, but will always do our best to do so. The following is the minimum you can expect from us.

If you are using LIDAS Services you have the right to:

- Be treated with respect, understanding and support;
 - Be believed;
 - Be listened to;
 - Services offered in a safe and healthy environment,;
 - Access to a safe place to stay for you and your children, when you need it, providing you need this because of domestic abuse;
 - Services that are fair and are based on individual need;
 - Services that do not discriminate between different groups of women or men;
 - Information about what is happening, provided in a timely manner in ways that you can clearly understand;
 - Advice and support
 - Safety from discrimination on the grounds of class, race, gender, ability, religion, sexual orientation or sexuality;
 - Confidentiality (except in certain specific circumstances as described in our confidentiality policy);
 - Have your needs considered and participate in consultation when we are making, enforcing or reviewing LIDAS policies and work practices or the rules and licence agreement of the refuge; and
 - Complain and have that complaint dealt with properly if you are not satisfied with our services.
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