

Charter of Rights and Responsibilities for Service Users



Your Rights:

As a member of the Flagstone Community Centre community you have the right to:

- Be treated fairly and with dignity and respect
- Experience a feeling of welcome when connecting with the centre
- Have your decisions respected
- Be provided with information that is relevant and accessible
- To decline an offer of assistance or referral
- Provide feedback and make a complaint without fear of retribution
- To have your values and views respected
- Confidentiality and respect for your privacy

Your Responsibilities:

As a member of the Flagstone Community Centre community you have a responsibility to:

- Treat our staff, volunteers and other members of the Flagstone Community Centre community with respect
- Provide information to help us assist you
- To ensure you adhere to workplace health and safety instructions and guidelines and not act in a way to endanger others
- Respect the values and views of others, accepting that the Flagstone Community Centre is a diverse community

Our Rights:

Staff and volunteers have the right to:

- Be treated fairly and with dignity and respect by members of the Flagstone Community Centre community
- Work in a safe environment

Our Responsibilities:

Staff and volunteers at the Flagstone Community Centre are responsible for ensuring:

- You are treated with courtesy and consideration
- A safe environment for those accessing our programs, activities and events
- Accurate information is available about our programs, services and activities
- Staff, volunteers, board members and others receive training, information and work in accordance with our mission and values
- Respect for the decisions you make
- Respect of the values and views of others

- Information is provided on feedback processes and how to make a complaint'
- Processes are in place to ensure your privacy and confidentiality, except where these rights may be overridden by legal or safety considerations

Flagstone Community Centre Feedback and Complaints process

All forms of feedback are welcome. We love to hear what we have done well and celebrate our successes. In order to continually improve our services, programs and events it is important to hear new ideas and what we need to improve on.

If you wish to provide feedback (positive or negative) you can:

- Complete a feedback form and place in the feedback box (usually not serious issues)
- Speak to a Flagstone Community Centre staff member directly
- Contact the Centre Manager by phone or email

If you wish to make a formal complaint, you first should read the Flagstone Community Centre Complaints Policy. On understanding the policy, you can:

- Put your complaint in writing using the Flagstone Community Centre Complaints Form. The Complaints Policy will be enacted, and the complaint dealt with appropriately according to the Policy.

All complaints are treated with confidentiality and due process will be followed as per Flagstone Community Centre policies and procedures. To assist you to make a complaint you are welcome to access an advocacy service or have a support person help you.