

Customer Charter

FOCUS
Ireland

Here are the values that underpin our rights as people using Focus Ireland services that we want to see in action across the organisation.

Safety

We have the right:

- To rules and policies which are clear and applied equally to everyone
- To know that any information about us is kept safe and confidential
- To feel safe and be free from bullying in Focus Ireland services

Respect

We have the right:

- To be talked to as equals by staff and volunteers
- To be treated as equals by staff and volunteers
- Not to be judged unfairly

Communication

We have the right to:

- To be listened to and honestly communicated with
- To receive accurate information, at the right time and in the right way
- To say what we think of Focus Ireland's services, through feedback to staff and through relevant policies

Empowerment

We have the right:

- To be in control of our own lives
- To guidance and support from Focus Ireland if we need it
- To learn from each other's experiences and skills

