

Consultation Charter

What you can expect of us:

- ◆ To be notified as early as possible of an upcoming consultation
- ◆ To be notified of all consultations that apply to you
- ◆ Give you feedback from events
- ◆ Meet your dietary, cultural, health needs etc as much as possible
- ◆ We will make sure all agencies sign a good practice agreement

In the case of a panel meeting/focus group/1 to 1 interview we will:

- ◆ Send you a map well in advance
- ◆ Send you information in an easy to understand format about the consultation topic
- ◆ Pay you on the night

In the case of a postal survey we will:

- ◆ Send you the survey with an SAE.
- ◆ Send you a £5 gift voucher for every complete survey received ASAP

What we expect of you:

- ◆ To tell us in advance if you will be attending
- ◆ Let us know if you can't attend
- ◆ Not to give the agency your contact details etc, you only need to give these to us
- ◆ Let us know if you move or change any details such as phone, e-mail etc.
- ◆ Complete any evaluation forms we give to you
- ◆ Notify us of any requirements you have
- ◆ Read any documents you receive in advance
- ◆ Respect other peoples opinions
- ◆ Encourage your friends and family to join
- ◆ To get involved with the consultation, everyone's opinion is valued!
- ◆ And finally; Enjoy yourself!!!

We are an equality organisation and will not tolerate any racist, sexist, homophobic or discriminatory comments or abuse!!

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