

We at **Path**:

- Are committed to providing you with a confidential*, impartial and appropriate service.
- Will be polite and respectful.
- Will listen to what you have to say, advise you of the help we can give you and if necessary, refer you to a more appropriate service.
- Aim to always be appropriate, within the law and realistic.

In return **Path** expects that clients will:

- Be polite towards us and our other clients
- Not come to the service under the influence of alcohol or drugs
- Keep your appointments or be in when we visit you and let us know when you cannot attend
- Work with us to achieve your goals

If you are dissatisfied with any aspects of the service, or have any comments, please:

Raise the matter with your worker, who will attempt to put the matter right. If this is not possible you may ask to speak to a service manager or request a complaint form from either your worker or from our main office:

Harwell Centre
28-42 Harwell Court
Western Approach
Plymouth PL1 1PY
Tel: 01752 255889

You can fill in this form and send it in to the above address, for the attention of the Administrator. (We can provide support with this if you need it.) All complaints and feedback will be responded to within 7 working days.

If you are not satisfied with the initial response that you get to your complaint, then you can write to the Director of Path at the above address.

(*There are exceptions, a copy of the Confidentiality policy can be obtained from the office).