
Applicant and service user info

By admin

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If you're an applicant or a service user of C.A.S.S. you should know:

Information about our Services You have the right to information from us about the way C.A.S.S. operates and about any of our policies and procedures relevant to the support service we provide.

Confidentiality C.A.S.S. will ensure that personal information about you is confidential to the staff team and their managers who work with you. We will ask your permission in situations where C.A.S.S. is asked to share information with third parties except in circumstances where it is reasonable to believe that there is a risk to another person if information is not disclosed

Written Information we keep about you You have the right to see any records C.A.S.S. has kept about you. You have the right to be treated fairly by C.A.S.S.; to not be discriminated against, harassed by, or taken advantage of by any C.A.S.S. employee. If you feel that a member of staff has behaved inappropriately or wrongly you should contact a Team Leader.

Advocacy and representation If you feel it would assist you, you have the right to have an independent advocate or advisor to assist in your dealings with the project. If you request this we will take reasonable steps to help you to find someone to fulfill that role.

Consultation You have the right to be consulted about the services we provide and about any changes that we propose.

Making a Complaint You have the right to complain about any aspect of the service. A copy of our complaints policy is available on request. If you have any complaints please tell your Project Worker first, however, if you would prefer, please phone and ask to speak to a Team Leader. If you are still dissatisfied after you have used the complaints procedure you have the right to complain to the

Supporting People team. They can be contacted at the following address:

Supporting People Manager

Cumbria Supporting People Team

Social Services Department

3rd Floor, Civic Centre

Rickergate

Carlisle

CA3 8QG