

Information and involvement



We know our services are better when our customers are informed and involved in making decisions about them.

These are our promises to inform and involve our customers.

We will ALWAYS

- ✓ work to improve our services by listening to our customers
- ✓ offer a wide range of different ways for customers to get involved in planning and decision-making at Friendship
- ✓ provide support so that all customers feel able to be involved at the level they want
- ✓ provide training and information so customers can learn new skills and understand our business better
- ✓ repay expenses including transport and registered care costs
- ✓ use plain English that is easy to understand
- ✓ keep you informed through our newsletter and publications

We will NEVER

- ✗ expect you to get involved or do things in ways with which you are not happy
- ✗ publish your photo or personal details without your permission
- ✗ favour customers who are involved over those who are not
- ✗ consider some people's views to be more important than others

How to contact us



General enquiries

0300 123 1745

0300 numbers are cheaper to call, even calls from mobiles.
0300 numbers are only available to public sector, not for profit or charitable organisations.



Repairs hotline

0800 279 2101



Text

60066 (start your text with fch)



Fax

0121 236 9953



E-mail

friendship@longhurst-group.org.uk



West Midlands

50 Newhall Hill,
Birmingham B1 3JN

East Midlands

5 The Triangle, Enterprise Way,
Nottingham NG2 1AE

For a different language or format, please contact us.

如果您需要其他语言或格式的帮助，请联系我们

В случае необходимости получить и формацию на другом языке или в другом формате просим связаться с нами.

Pour tout autre langue ou format, veuillez nous contacter

بۆ ھەر زمانىكى تر يان ھەر شيوازيكى تر، تڪايه پەيوەندىيمان پتوھ بکە

विसे वी ठेर ब्राह्म नं तुप लष्टी विरपा वरवे साडे ढाल संपतव वटे।

Haddii loo baahdo luqad kaleama qaab kale loo sameeyo, fadlan nala soo xiriir

অন্য ভাষা অথবা তর্জমার জন্য আমাদের সঙ্গে যোগাযোগ করুন

لأى لغة أو صيغة أخرى برجاء الاتصال بنا

کسی دیگر زبان یا شکل کے لیے برائے مہربانی ہم سے رابطہ کیجیے