

Information and involvement

Friendship helps people live fuller lives. Our homes and support meet individual needs and create better neighbourhoods to live in.

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
- ✓ do our best to keep to appointments and tell you in advance if we might be late
- ✓ repay expenses including transport and registered care costs
- ✓ use plain English that easy 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

Our promises to you

How to contact us...

West Midlands

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Telephone

0121 506 2800

Fax

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East Midlands

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Telephone

0845 608 8110

Fax

0115 986 0050

Internet

enquiries@fch.org.uk

www.fch.org.uk

Repairs hotline

0800 279 2101

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 информацию на другом языке или в другом формате просим связаться с нами.

Pour tout autre langue ou format, veuillez nous contacter.

پڻ ھمڙي ٽيم جي ٻين ٻين ٻولي ۾ به ڪم ڪري سگهون ٿا، تڪڙو ٻولي ۾ به ڪم ڪري سگهون ٿا.

विसे वी उर बाह्य सां रूप रूटी विरपा वरवे माझे ठरु संपुव वरु।

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

অন্য ভাষা অথবা তর্জমার জন্য আমাদের সঙ্গে যোগাযোগ করুন

لای لغة أو صيغة أخرى برجاء الاتصال بنا

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

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