



A Quality of Service Statement

EACH undertakes to provide a culturally sensitive and high quality alcohol, drugs and mental health counselling and support service to its service users.

EACH has nine key principles that underpin its services.

Everyone using or working for the organisation has the right to be treated with dignity and respect.

Information is provided in plain English and in different languages.

People using the service have the right to a counsellor of the same gender.

Every person should be enabled to achieve independence and self-sufficiency appropriate to their own abilities and needs based on their own choices.

Service users have the right to complain if they feel they have been unfairly treated or if they feel that they have not received a satisfactory service.

EACH respects the right to confidentiality and each individual's privacy.

EACH believes that service users have the right to be consulted about the service that is provided to them and to participate in the planning of services.

Service users have a right to access the service without too much delay. The waiting time for first appointments will be kept to a minimum.

EACH's premises are wheelchair accessible.