



Client Service Standards

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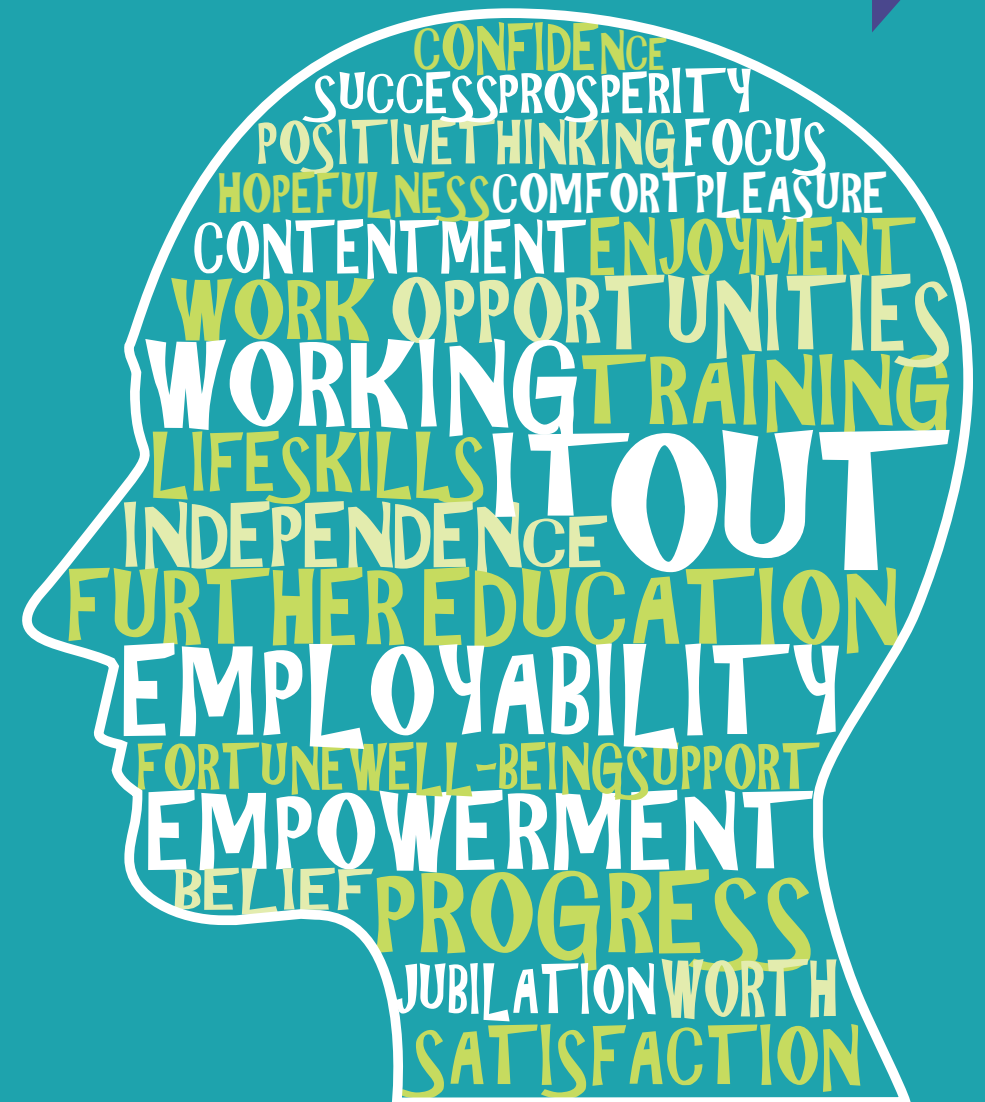
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This leaflet tells you about the **core standards of service** which clients can expect from us.

Our Commitment

We are committed to providing excellent and accessible services which meet your needs. Our written materials can be provided in other formats upon request. We appreciate your views and will consult with you in a variety of ways including Client Local Advisory Groups, client reviews and satisfaction surveys.

Keeping you informed

- We will provide information in a variety of formats including amh website, facebook, twitter, text service, telephone, in person, in writing, notice boards and newsletters.
- We will listen to what you tell us and inform you of the improvements we have made.
- We will monitor how the organisation has performed and make this information available to you.

Our Service Standards

Answering telephone calls

- We aim to answer telephone calls within 45 seconds during our normal opening hours.
- We aim to answer your query when you contact us. If this is not possible, we will explain why and advise you when we will be able to respond.
- If you leave a message, we will aim to return your call within one working day.

Answering correspondence/emails

- We will answer your emails and letters within 5 working days.
- If it is not possible to give a full reply in that period, we will send an acknowledgement within 5 working days and a full reply in 10 working days.
- If the matter is complicated and we cannot give a full reply in 5 working days, we will contact you and let you know when you can expect a full response.

Seeing you on time

A member of staff will see you within 10 minutes of a pre-arranged appointment or explain why a delay has occurred.

Attending our services

- We will provide a structured introduction to the service.
- Together we will agree an individual action plan which aims to meet your needs and preferences.
- We will regularly review this action plan with you and agree new actions.
- We will provide the training agreed with you and explain if there are delays or changes.
- Through your action plan, we will support your progression from the service.
- Services will be provided in clean, comfortable and safe surroundings.

What we ask of clients

- Be polite, considerate and respectful to our staff and other clients.
- Be on time for planned meetings, training and work placements.
- Let us know in advance if you are not able to attend as planned.
- Comply with AMH policies and procedures.

Our staff will

- Give their names in all forms of communication with you.
- Be polite and considerate.
- Treat you fairly and be open and honest.
- Respect your dignity and ensure you have privacy when discussing personal matters.
- Arrange meetings at a time and day that is convenient to you.
- Be skilled and able to give you guidance and instruction.
- Follow through on commitments that they have made to you.
- Give you accurate information.
- Use any information given to us only for the purpose for which it was provided and treat it confidentially unless we are required by law to share it.

Comments and Complaints

We welcome suggestions, comments and complaints.

- You will find suggestion boxes and compliments books within our services, or comment directly to staff.
- If you are unhappy with our service we want to know about it as quickly as possible so we can sort out the problem.
- A full copy of the AMH Client Complaints Procedure can be found on the service notice board or ask a member of staff.