

1. Client Charter

Work Rights Centre assists migrants and disadvantaged Britons to access employment justice and improve their social mobility. We are committed to delivering excellent client service, and ensuring that everyone receives the same free, confidential, high-quality response.

This Client Charter sets out what this commitment means in practice, what our clients can expect from us, and what we expect from you.

Our promise to you, our clients. We are committed to providing a service that is well-informed, caring, and professional, giving you choice wherever possible.

We will ensure that your enquiry is dealt with in a courteous and helpful manner – and we expect you to treat our team the same. If you struggle with English, we will try to connect you to an adviser who speaks a language you are comfortable with.

We will always:

- Be open and honest and explain our recommendations and decisions.
- Give as much information as possible to help you make informed choices.
- Respect your privacy, and not share your personal data (data that can identify you) beyond our organisation without your consent, or unless a safeguarding issue or legal obligation arises.
- Signpost you to appropriate external services, if we are unable to help or there are other service providers that can help more than us.

But we cannot

- Make decisions for you - we can advise on the options in your circumstances, but you must make your own decisions.
- Advise beyond our areas of expertise, or take on claims without a reasonable prospect of success.

What we ask of you:

- Be honest and give us the information and evidence we need to help you.
- Be punctual in your communication to our team, respect our opening hours, and keep any appointments that you have with us - if you cannot, please let us know at least one day in advance.
- Treat our staff, volunteers, partners, and any organisation we may refer you to with respect and courtesy.
- Have reasonable expectations regarding the services we provide and in relation to timeframes. We strive to meet the needs of our clients, but we cannot guarantee specific outcomes or results.
- Understand that data collection is essential for case management, read and fill in our consent forms, and give our team the information they need to support you with your case.
- Provide us with honest feedback and help us improve our service.

We also reserve the right to close a case when a client rejects our advice or takes independent action against our advice. While we respect every client's decision, this is to ensure good use of the charity's limited resources.

When you come to our offices, we will:

- Greet you and introduce ourselves in a courteous manner.
- Respect your privacy, offering private areas for discussion if required.
- Listen to you and respond to your needs.

When you call us, we will:

- Aim to return your call promptly.
- If you are calling about an existing case, we will run you through a couple of security questions, to make sure we don't disclose your data to a third party.

When you write to us, we will:

- Aim to respond within three working days.
- Ensure that you are aware of our consent forms, and other relevant policies and procedures that apply.

Zero tolerance policy on harassment, discrimination, and abuse

Work Rights Centre operates a zero-tolerance policy regarding any form of harassment, discrimination, violence, or abusive behaviour. We are legally and ethically committed to maintaining a safe working environment for all staff, volunteers, trustees, and partner organisations.

Prohibited Behaviours across all Communication Channels

We will not tolerate any of the following behaviours, whether in person, over the telephone, via email, on video calls, on messaging platforms (e.g., WhatsApp, SMS), or on social media:

- *Sexual Harassment.* This includes unwelcome sexual comments, suggestive remarks, inappropriate physical contact, sexual propositions, or sending sexually explicit materials.
- *Discriminatory Harassment & Hate Speech.* This includes abusive or derogatory comments regarding sex, race/nationality/ethnicity, disability, sexual orientation, age, religion/belief, or any of the protected characteristics recognised by the Equality Act 2010
- *Threats and Intimidation.* This includes swearing, yelling, physical threats, personal insults, aggressive posture, or stalking.
- *Unreasonable Demands.* This includes persistent, aggressive, or coercive contact outside operational hours or established communication routes.

Immediate Staff Action and Consequences

- **Immediate Disconnection:** Staff and volunteers have the right to immediately end any call, meeting, or message exchange if subjected to prohibited behaviours. They do not require prior managerial approval to exit an unsafe situation.
- **Case Closure & Service Withdrawal:** Severe or repeated incidents of prohibited behaviours will result in immediate termination of casework and a permanent ban from Work Rights Centre services.
- **Police Reports:** Physical threats, sexual violence, hate crimes, or criminal harassment will be reported directly to law enforcement.

Delivering an effective service to users with different needs. All our users have the right to expect the same level of service. We will not make assumptions about your needs or abilities and will make every adjustment possible to make our service inclusive and accessible.

Customer care policy

If you feel that we have not met the standards set out in this policy, you can speak to a member of staff. All feedback received will be investigated and receive a full response.

Confidentiality, Data Protection & Privacy and Conflicts of Interest

Collecting and storing a level of client personal data is key to enabling the charity to provide good advice and casework, as well as to highlighting the systemic causes of injustice. All our clients have a right to request access to the data we hold on them. The personal data we collect will be used in line with our Confidentiality and Data Protection policies and Privacy Statement.

Conflict of interest

We also have in place policies and procedures that enable us to identify and manage conflicts of interests internally and as regards the provision of services.

Making this policy a success

We want to do our best to learn from our clients' feedback and improve our service. We may contact you to carry out monitoring surveys, to measure our impact and get your views. We are also committed to carrying out internal monitoring and continued training for our staff, to ensure that we continue to improve the quality of our work.

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