



## **Our Charter and terms of use**

We take the quality of the service we provide seriously and are always interested to hear your views. We regularly evaluate the service we provide and do all that we can to ensure that we deliver support services that are outstanding every time. For every interaction you have with us, through any channel we will ensure that our staff will be:

- Well-trained and knowledgeable about all aspects of our work and services
- Professional, courteous, efficient and respectful
- Prompt and helpful
- Available to help with your enquiries, Monday to Friday 9.30am to 5.00pm
- Experienced to deal with your concerns or enquiry
- Sure to treat your personal information confidentially, unless you have given us permission to share it with relevant ABC staff or third parties

If you choose to contact us on our helplines, by phone or any other method, you can be assured that we will:

- Answer your call/enquiry as quickly as possible
- Listen and respond without judgement
- Advise you if another colleague will need to respond to your query
- Ensure that we provide you with a personalised service with the provision of independent and practical guidance from people you can trust - people who can help you with issues of food and eating distress, offer emotional support, signposting and practical steps towards recovery.

Anorexia & Bulimia Care is an eating disorder charity with over 30 years of helping people, offering them, and those who care about them, guidance about the health and practical aspects of food and eating difficulties. We are not a general mental health helpline, a counselling service or a crisis line and the guidance offered by our helpline staff does not seek to replace statutory and professional services.

## **In return**

We ask callers and users of our services to:

- Respect the professional boundaries by not asking staff to divulge personal information or personal opinions.
- Respect our staff at all times.
- Not use argumentative or offensive language.
- Not call when under the influence of alcohol or drugs.
- Where possible, to keep calls to a maximum of 30 minutes unless calling for the first time when we understand a longer conversation may be needed or appropriate.
- Not call multiple times in one day so we can ensure as many people as possible can access the support they need.
- Not book consecutive appointments in one day so we can give as many people as possible a fair chance of booking with us. We reserve the right to cancel or reschedule appointments where necessary and during busier periods.

## **If things go wrong**

We are committed to giving all of our service users the highest level of service, but we know that sometimes we may fall short of this. If this happens, our aim is to deal with your complaint in the fairest and most effective manner.

If we have not met our commitment to the highest levels of service, we will follow our complaints procedure and:

- Keep a copy of your comments
- Explain our complaints process
- Tell the right people in ABC
- Let you know what action we have taken
- Try to resolve any complaint as soon as possible

If you think that we can do something to improve our service, please tell us by following the steps below:

**Step 1** – tell the staff member dealing with your enquiry, in the first instance, that you are not happy with the service that you have received. We aim to put things right straight away.

**Step 2** – if the staff member hasn't been able to sort out your complaint about the service we have provided, you can raise your concerns with the Chief Executive. This can be done by writing to our offices (address below).

We will advise you as soon as we receive your letter and will provide you with a full response within 10 working days.

Our written response will:

- Answer all of the points that you raise

- Be factually correct and jargon-free
- Contain the contact details of the person responding

Our service users are always at the heart of what we do. Your opinions are very valuable to us as they help us to improve our products and services. If you have feedback about any aspect of our service, please write to:

Joanne Byrne  
Chief Executive  
Anorexia & Bulimia Care  
Saville Court  
10-11 Saville Place  
Clifton  
Bristol  
BS8 4EJ