

## Clients Rights

### **Clients Rights**

#### **Our Commitment to Clients**

Women's Housing Ltd (WHL) is committed to upholding and actively promoting the rights of tenants and other clients.

WHL recognises the special needs and particular vulnerability of its client group, and the importance of establishing working relationships based on fairness, mutual respect and openness.

A key element in our approach is the establishment of positive and collaborative working relationships with service providers and clients.

The WHL policies and procedures are designed to ensure that service users are informed fully of their rights and obligations at all times, are actively encouraged to exercise them and are empowered to participate in decision making affecting life outcomes.

#### **Service User Rights**

In the context of services provided by WHL, tenants and other clients have:

- The right to a high quality and professional service which is responsive to the individual needs of homeless women and men of all ages and backgrounds and their children.

- The right to be given an opportunity for maximum participation in decision-making about their lives.
- The right to services that are delivered in a non-institutional, non-judgmental and non-directive way, which centre on client autonomy and self-determination.
- The right to assessment, information and referral practices which are appropriate to their needs.
- The right to be fully informed of service expectations, rules or conditions.
- The right to be provided with information that is clear, accessible and easily understood.
- The right to a grievance procedure that is transparent, empowering and effective.
- The right to privacy and relative confidentiality.
- The right to housing that is free from verbal, physical, emotional and sexual abuse.
- The right to provide feedback on their experience of using this service.
- The right to a timely and accurate response to all enquires.
- The right to clean, well-maintained and safe living conditions in accord with OOH standards.