

Service User Charter

People who access the services of Porchlight can expect staff to be:

- Reliable
- Honest
- Committed
- Patient
- Excellent communicators
- Understanding
- Skilled
- Knowledgeable
- Courteous

Service Users should feel:

- Supported
- Treated equally
- Treated in confidence
- Respected

Porchlight actively endeavour to uphold these expectations through staff training and supervision and will monitor staff through our staff competency framework. If at any time you have any comment, complaint or compliment regarding our performance against this charter; we welcome your feedback.