chap

EVERYONE IS WELCOME

Fair • Accessible • Inclusive

Free, independent and impartial advice and advocacy for everyone

OUR EQUALITY PROMISE

When you contact CHAP, you can expect us to:

TREAT YOU FAIRLY

With dignity, respect and without discrimination.

LISTEN TO YOUR NEEDS

We will consider reasonable adjustments and communication support.

RESPECT WHO YOU ARE

Including your identity, culture, beliefs, relationships and circumstances.

PROTECT YOUR INFORMATION

We ask only for information we reasonably need and handle it carefully.

NEED SUPPORT OR AN ADJUSTMENT?

Tell any member of staff what would help.

Concerned about how you were treated?

030 0002 0002 | enquiries@chap.org.uk

www.chap.org.uk/complaints