



**As a client of QuIHN you have the responsibility to:**

- ensure the service remains a safe & healthy environment
- know that violent, threatening or intimidating behaviour will not be tolerated
- restrain from behaviour that would result in staff being unsafe sexually, physically or emotionally
- treat other clients & staff members in a respectful & non-abusive manner
- keep appointments punctually & regularly, or call in advance (if possible) or as soon as possible to cancel or change an appointment
- respect the rights of other clients & staff members to privacy & confidentiality
- gather information in order to understand all options & possible outcomes of the advice, counselling or treatment offered by QuIHN, allowing for personal choice & decision making

**Help Us to Help You! We ask that you:**

- treat staff with courtesy & respect at all times
- provide us with all necessary information in order to provide you with the best level of care & support;
- provide details of changes in personal circumstances if relevant as soon as the changes occur
- tell us of any special requirements
- not offer us gifts, money or other favours
- refrain from behaviours that may damage QuIHN's reputation such as loitering, dealing, or using drugs in or around QuIHN

**As a client you have the right to:**

- information about your rights & responsibilities
- a safe, accessible, supportive & welcoming environment
- a quality service, delivered in a courteous, non discriminatory, respectful & timely manner
- be served by staff who are currently & suitably qualified & trained
- decline services from a student or volunteer, or refuse to participate in any research or experimental project
- accept or reject advice, counselling or treatment, and/or withdraw consent & refuse further services at any time
- request transfer to another staff member if one is available
- privacy and confidentiality in line with QuIHN's privacy policy
- access your personal records in accordance with the law & QuIHN's policies
- make informed choices about the support available & be involved in decision making relating to your support and health
- be informed about support strategies put in place for you
- feel safe from sexual, physical & emotional abuse at QuIHN
- be informed about the Client Complaints Policy and Procedure
- give informed consent for QuIHN to discuss personal information with another organisation or person
- appropriate referrals where necessary
- involve a support person of your choice at any time
- make complaints and expect complaints to be dealt with promptly & fairly



**your rights & responsibilities**