



Client Charter

We aim to provide you with a caring, reliable and efficient service, which will include:

- treating you with dignity and respect
- valuing cultural and social preferences
- a flexible personal approach, listening and responding to your needs
- explaining clearly your options
- keeping you informed of progress
- fair and open access to services
- treating all your personal information in a confidential manner

To help us to achieve the aims of the charter and provide the best service possible, we ask you to:

- keep us informed of your needs
- be courteous to our staff and contractors
- let us know your views on our service

To contact us, and for details of our policies and procedures:

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