



aquarius



How are we doing?

We'd like to hear from you about how we are doing at Aquarius, it can be any aspect of the service, whether it is a comment, compliment we can improve our service.

Either tell the Manager of the service you are using, or write to the Area Manager using this form.

Your rights as a client

As a client of Aquarius, you have a right to be treated with respect and dignity.

You have a right to information in plain language about the services we can provide.

Both you and Aquarius staff have a right to be safe wherever we see you - on our premises or anywhere else.

Clients who behave in violent, threatening or harassing ways towards other Clients or Staff will be asked to leave, and may have the service withdrawn from them.

Our confidential service complies with the Data Protection Act. We will explain our confidentiality policy to you at your first session.

You have a right to see what has been written about you.

Wherever possible we will try to give you a choice of practitioner, to meet any special needs you may have.

You have a right to complain and to receive a reply. You can do any of the following:

- Discuss the matter with the Manager, or write to them.

- Write to or phone the Area Manager of Aquarius at: 236 Bristol Road, Edgbaston Birmingham B5 7SL. 0121 622 8181

The Area Manager will also tell you what else you can do if you are still unhappy with our service.

Overcoming the harms caused by alcohol, drugs and gambling

Comments, Compliments and Complaints

Your comment, compliment or complaint about any part of the service you have had from Aquarius:

Which service do you use and where?

Date:

If you would like a response please tell us your contact details

Please return to 236 Bristol Road, Edgbaston Birmingham B5 7SL
or email headoffice@aquarius.org.uk



'Aquarius is the operating name of Aquarius Action Projects which is a company limited by guarantee, registered in England No 2427100. Aquarius is part of Richmond Fellowship Group'. Charity number 1014305
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IN PEOPLE**