**Notre Dame Refugee Centre**

**Client Service Charter**

This Client Service Charter talks about your rights, how you will be treated by us and what you can expect from us. It also explains your responsibilities and how you can give us feedback on any aspect of our service.

**About us**  
Notre Dame Refugee Centre is a not-for-profit Charitable Incorporated Organisation, Charity No. 1177990. We offer free advice to people in need about immigration, asylum seeker and refugee matters. We support people across London.

We are regulated by OISC the Office of the Immigration Services Commissioner and act within their rules. We are also accredited by AQS (Advice Quality Standard) which ensures that we are committed to providing a high standard of service.

**How we will try and assist you**

When you contact us, we will make an initial assessment of the services we can provide to you. We will:

* provide you with the next available advice appointment or discuss organising an appointment with an immigration adviser
* if your matter requires the assistance of another specialist, we will refer you to an alternative source of help.

**When we may not be able to help you**

We might not be able to help you, or we may have to stop helping you, if:

* you refuse to accept or follow our advice
* you indicate to us or we believe that you have lost confidence in us
* your matter is outside our areas of expertise or we do not have the resources to

continue to assist you, and/or

* at our discretion, we consider it is no longer appropriate to act for you.

**Our commitment to you**

NDRC is committed to providing the highest quality services that we can. We endeavour to promote access to be client centred, maintain an ethical practice, promote diversity and inclusion and ensure that you receive independent advice and assistance. We will work with you to make sure that you get the support that is available and right for you.

Our staff and volunteers will act with integrity and honesty at all times. They will be transparent when making decisions or giving advice. You will receive a highly professional service from experienced advisers.

We will treat you with courtesy, understanding and respect. We will communicate with you in a friendly and clear manner. We will involve you in decisions about the services you access and support you to have a say.

Our staff are aware of the cultural diversity of our communities. We will provide services in a fair and equitable way. We will create an environment that is free of discrimination, harassment and victimisation. If English is not your first language, we will try to provide an interpreter. We also have French speaking staff.

**Confidentiality**

Any information you provide to NDRC is confidential. We will not give your information – including details of your identity or your immigration issue – to anyone outside NDRC without your permission.

We will treat your information with sensitivity. We will protect your information and only use it for the right reasons. We use a secure database, to store your information.

**Your rights**

**Sound advice**

You have the right to receive advice from an Immigration Adviser who has a sound working knowledge of immigration regulations, immigration policy and case law. You have the right to receive accurate advice.

Your adviser will let you know honestly about the prospects of success of any case or application you want to make.

**Access to your documents and information**

NDRC keeps your documents securely for a minimum period of 6 years after we close your file. Any time before this, you have the right to request access to your documents. If you make this request, we will give you a copy of all documents that you have provided us in support of your case and other correspondence addressed to you.

**Your role**

You can help us provide a quality service if you:

* provide us with complete, accurate and up-to-date information about yourself and your situation
* provide us with all documents and records relevant to your matter
* keep us updated if things change or if you cannot keep an appointment or

commitment. It is important that you are on time for your appointments

* act respectfully and safely towards other people using the service, and towards staff and volunteers
* provide us with feedback about our service and how we can work better.

**Tell us your needs**

Help us to understand your needs so that we can give you the best possible service. You can do this by talking with our staff and participating in the consultation activities we conduct. We will listen to you.

**Let us know when things change**

Please tell us if there are changes we should know about, for example, changes to your contact details.

**Let us know how we are doing**

We value your feedback on the experiences you have had with us or your suggestions as to how we can improve NDRC services.

If something happens that you like or do not like about our service, please let us know. We want to ensure your issues are heard. You can tell us in a way that suits you:

* talk directly to a staff member
* ask to speak to a more senior staff member
* email us at info@notredamerc.org.uk
* Call us on0207 440 2668

**How we manage complaints**

We want to resolve complaints openly, honestly and quickly. We will acknowledge your complaint and respond within 10 working days. If you are not satisfied with our resolution of your complaint, you may contact an independent body – please ask for a copy of our complaints policy.

*Reviewed December 2023*