

easy read

Our client behaviour policy

We want everyone to feel safe and respected

The Owl is a safe and supportive place for clients, families and our colleagues. We understand that appointments and assessments can sometimes feel stressful. We will always listen to your concerns and treat you with kindness and respect. We ask that you treat our colleagues in the same way.

What you can expect from us

We will:

- Treat you with kindness, dignity and respect
- Listen to your questions, concerns and feedback
- Explain things as clearly as we can
- Work with you to resolve problems where possible

What we ask from you

Please:

- Speak to our colleagues respectfully
- Give colleagues a chance to explain things
- Raise concerns without shouting, swearing or using abusive language
- Respect the privacy and wellbeing of our colleagues

You can ask questions, challenge decisions, make a complaint or tell us when you're unhappy. We welcome feedback, we just ask that it is shared respectfully.

We won't accept threats, abuse, swearing, personal insults, discrimination, harassment, violence, or any behaviour that makes someone feel unsafe. This applies to calls, emails, appointments, video calls and social media.

If behaviour becomes unacceptable, we'll start with a reminder and ask you to continue respectfully. If it continues, we may give a warning or change how we communicate with you. Serious incidents may be reported to the appropriate authorities.

Need some extra support?

If you need an adjustment or support to help you communicate with us, please let us know.

[Click here to read the full client behaviour and respect policy](#)