

# Social Work Service Charter

**SSAFA Forces Help – a brief introduction to the assistance we provide and people we help**

## **Our Promises to You**

The SSAFA Forces Help Social Work Service is a unique civilian organisation providing a professional, comprehensive and confidential range of support to the Armed Services and their families.

We provide a range of personal support and social work services to military personnel and their families in various locations in the UK and overseas. These are the SSAFA Forces Help Social Work Service Brunei, the Personal Support & Social Work Service (UK), the British Forces Social Work Service in North West Europe, the Personal Welfare Service in Northern Ireland, the Personal Support & Social Work Service in Cyprus and the Joint Naval Personal and Family Service and SSAFA Forces Help Service in Gibraltar.

## **We are committed to:**

- Treating you with respect and without prejudice, whatever your rank, status, age, gender, culture, religion, sexual orientation, race or disability.
- Maintaining confidentiality. We will share the information we hold about you with you and will not disclose information without your consent, unless in exceptional circumstances when your own or someone else's safety is in jeopardy, or there is a security risk. Further information is available in our leaflet Helping Us Improve Our Service To You.
- Acknowledging your request for assistance within 2 working days and contacting you within 7 working days to offer you an appointment. In the event of any change an explanation will be offered.
- Working in partnership with you, ensuring you are involved in any plans that are made to assist.
- Advising you of other sources of help, which may be available to you, and helping you to access these as necessary
- Improving and developing our Service. Your comments are encouraged and welcomed.
- Dealing promptly with complaints, which will always be taken seriously.

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**The Soldiers, Sailors, Airmen and Families Association - Forces Help**

The national charity helping serving and ex-Service men, women and their families, in need.

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