



SERVICE USER CHARTER 2008

As service users using Tulip services, we have the right to:

- ✚ Be treated with dignity and respect and made aware of our rights and opportunities
- ✚ Have our diversity, uniqueness and individuality recognised and valued
- ✚ Be able to comment on and criticise Tulip services without fear of the withdrawal or reduction in quality of these services
- ✚ Be informed of available choices in the types of support and care we can receive
- ✚ Plan our support/care/recovery in partnership with staff
- ✚ Expect that our knowledge, experience and expertise are used by Tulip to improve services
- ✚ Receive adequate information, support and training to enable our full participation within Tulip
- ✚ Be able to feed into all appropriate contracts and operational policies that relate directly to service users
- ✚ Be informed of all relevant policies
- ✚ Be a voice at all levels of Tulip including representation at the Board of Trustees
- ✚ Be able to monitor our services via surveys, meetings and against service user led standards
- ✚ Have our recovery promoted- focusing not on our illness but on hope, meaning and purpose
- ✚ Be informed of Tulip's progress and development
- ✚ Choose our own level of involvement and change our minds if things change for us