

What you can expect from Action for Carers staff and volunteers

We want your experiences with us to be positive.
This is what you can expect from us when using our services.



We will treat you with compassion, dignity and respect.

We will listen.



We will support you as a carer.



We will provide professional, carer-centered information and advice.

What we expect from you



We hope you can show us the respect we show you.

We appreciate that as a carer, you may be tired, stressed or upset, however, please:

- **Do not get angry with our staff or volunteers**
- **Do not shout or swear at our staff or volunteers**
- **Respect each others' personal space**



We will not accept any abusive or aggressive behaviour.

And we understand that plans can change, sometimes last minute, due to the needs of the person you care for, but please let us know as soon as you can, if you need to cancel an appointment or event place.