



# Dignity and respect

Adult Social Care staff are here to support you. You have the right to expect the best service from us.

We will treat you with respect, dignity and courtesy. In return we ask that you treat us in the same way.

We would like you to know that we will not accept verbal or physical abuse.

If you behave in an abusive way we will:

- end a meeting with you; or
- finish a telephone conversation.

We may also:

- record information about abuse and share this with other parts of the Council;
- stop you from visiting Council premises; and/or
- report abuse to the police.

If you feel we have not treated you with respect please let us know. Our 'Comments, compliments and complaints' factsheet tells you what you need to do.

To find out more please contact the Complaints Manager:

- 07917 690 831
- email [comments.adultsocialcare@bcpcouncil.gov.uk](mailto:comments.adultsocialcare@bcpcouncil.gov.uk)