

ADVICE SERVICES CUSTOMER CARE STATEMENT

The advice and representation given by the Advice Services Team in matters of welfare benefits/tax credits and money advice is independent, impartial, confidential and free.

CONFIDENTIALITY

The service we provide is a confidential one. There are, however, limited circumstances where this confidentiality will be breached as there is a statutory requirement for the Council to protect children and vulnerable adults. If a worker has concerns that a child or vulnerable adult is at risk of harm or abuse the worker must act to protect the individual.

We will not disclose any information on your benefit claim or in relation to your debts, to any other agency without your written consent.

CONFLICT OF INTEREST?

We will not be able to provide a service for you if we are already acting for someone with an opposite interest.

For example if we are helping a parent claim Child Benefit we would not be able to help an estranged parent dispute payment of the benefit.

In these circumstances we will sign post you to other sources of help. If we provide representation on your behalf against another service of Inverclyde Council we guarantee only to act in your best interest.

WE WILL

- Treat all our service users fairly and without prejudice;
- Give you our name on any telephone contact;
- Return your telephone calls on the same day or as reasonably practical thereafter;
- Respond to your letters within five working days;
- When we agree to visit you at home we will visit within two weeks;
- When we arrange to interview you at an office we will arrange to do so at our nearest office to your home.

WHAT WE WILL ASK IN RETURN

That you treat our workers with the same courtesy and respect that we pay you.

In particular Inverclyde Council does not tolerate violence or abuse towards employees.

Any person abusing an employee of Inverclyde Council either verbally or physically may be subject to legal action and/or a restriction in service provision.

FOR MORE INFORMATION CONTACT:

Advice Services, Hector McNeil House, 6-7 Clyde Square, Greenock, PA15 1NB.
T: 01475 715 365; E: Triage.Advice@inverclyde.gov.uk