



Client Charter

We aim to provide you with a caring, reliable and efficient service, which will include:

- treating you with dignity and respect
- valuing cultural differences and social preferences
- a flexible personal approach, listening and responding to your needs
- explaining clearly your options
- keeping you informed of progress
- fair and open access to services
- treating all your personal information in a confidential manner

To help us to achieve the aims of the charter and provide the best service possible, we ask you to:

- keep us informed of your needs
- be courteous to our staff and contractors
- let us know your views on our service

To contact us, and for details of our policies and procedures:

Manchester Care and Repair
Unit 14 Empress Business Centre
380 Chester Road
Manchester
M16 9EA

Tel: 0161 872 5500

Email: mail@careandrepair-manchester.org.uk

Phone lines open between 9.00am – 4.00pm Mon to Thurs
(9:00am – 3:00pm Fri)