

Carers Information Sheet 8

Carers Lewisham Confidentiality, Suggestions and Complaints Policy

WHAT CONFIDENTIALITY MEANS AT CARERS LEWISHAM

When you contact Carers Lewisham, your personal information will be treated as confidential to the staff who need to know it. We will not, except in the exceptional circumstances laid out below, tell anyone else what you have said without your permission.

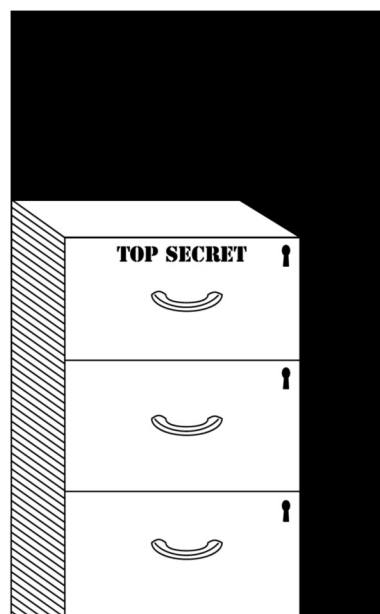
All information you give us about yourself and the person you look after will be kept securely within the office, and you have a right to look at any records we keep.

WHEN WE MIGHT NOT BE ABLE TO KEEP THINGS CONFIDENTIAL

On very rare occasions we may have to break our general rule of keeping things confidential. The usual reasons for breaking Confidentiality are because the Law says we have to.

The circumstances where we may have to break confidentiality are:

1. If we think a child may be 'at risk' we have a duty under the Children's Act to tell our concerns to appropriate agencies, such as Social Services.
2. If we think there is an **immediate** risk to a person's physical safety, we may have to speak to someone.
3. Where there may be a formal legal duty, such as under the Prevention of Terrorism Act.



No confidentiality may be breached unless there is permission from the Chief Executive or Chair of the Management Committee. In such an instance, we will keep you informed, where possible.

COMMENTS, SUGGESTIONS AND COMPLAINTS

Carers Lewisham is committed to providing high quality services to carers from all sections of the community, so if you have any ideas about how to improve our services, we are always pleased to hear from you.

We welcome any **comments, suggestions or complaints** from carers about how we might improve the services we provide.

