



THE HARMONY THERAPY TRUST BENEFICIARY CHARTER

Serious life altering illnesses do not discriminate and neither do we. We uphold the legal rights of our beneficiaries, their family and carers and there is equal access to our services regardless of age, gender, sexual orientation, ethnicity, culture, faith, social class or disability. We will provide privacy consideration and respect regarding treatment of beneficiaries and their carers and family

AS A BENEFICIARY OF OUR SERVICES YOU ARE ENTITLED TO

- Access our services within our guideline criteria
- Have your beliefs respected
- To be listened to
- Be assured that the therapists we offer to provide therapy for you are qualified through training, education and are experienced to carry out the treatments they offer; that they are insured and belong to a professional body
- Be assured that all data held by us which is vital to ensure that our service works efficiently and in the interests of our aims and the Trust's vision, is in accordance with the General Data Protection Regulations 2018 – (for more information on this please see our Data Policy on our website) and have access to your therapy records or a copy should you require
- Have a right to request in writing that data held on you to be amended, corrected or removed after treatment finishes

ON YOUR BEHALF WE ASK THAT YOU

- Treat our staff, therapists and volunteers with courtesy and respect
- Inform your Therapist a minimum of 24 hours beforehand if you are unable to keep a treatment appointment with them. **In view of the high demand for our services, if adequate notice of being unable to keep two consecutive appointments (except of course in unavoidable or emergency circumstances) we may have to withdraw our offer of free therapy.** Please ask your Therapist to leave their own phone contact number as the office is not always manned.
- If you smoke please do not do so whilst your Therapist is with you in your home (and not on Therapist's premises)
- Secure your pets while your Therapist is in your home
- Tell your Therapist (and us) if you there is anyone of your family or close to you that you would not wish to know regarding your treatment.
- Tell us of any ideas you may have where we can improve our service (you can do this by completing our survey form anonymously and handing it to your Therapist at the end of your course of treatments)