

CHARTER OF RIGHTS FOR SERVICE USERS

As a user of an Aberdeenshire Council service you should enjoy the following rights:

- 1 The RIGHT to have your personal dignity respected irrespective of disability.
- 2 The RIGHT to be treated as an individual in your own right whatever your physical or mental disability.
- 3 The RIGHT to personal independence, personal choice and personal responsibility for actions.
- 4 The RIGHT to undertake for yourself, those daily tasks which you are able to do.
- 5 The RIGHT to personal privacy for yourself, your belongings and your affairs.
- 6 The RIGHT to have your cultural, religious, sexual and emotional needs accepted and respected.
- 7 The RIGHT to the same access to facilities and services in the community as any citizen.
- 8 The RIGHT to maintain and develop social contacts and interests.
- 9 The RIGHT to manage your own private financial affairs.
- 10 The RIGHT to make decisions about your medical treatment in conjunction with your own doctor.
- 11 The RIGHT to receive care appropriate to your needs from suitably trained and experienced workers.
- 12 The RIGHT to participate as fully as possible in the formulation of your own individual learning plans.
- 13 The RIGHT to expect management and staff to accept, following an assessment, the risks associated with encouragement of personal well – being.
- 14 The RIGHT to be fully informed about the services provided and any decisions made by the Authority's staff that may affect your personal well – being.
- 15 The RIGHT to take part in making decisions about the service and be consulted about any proposed changes.
- 16 The RIGHT to be represented by an advocate, if you so wish, or if you are unable to make a personal representation.
- 17 The RIGHT of access to your personal files in line with the Department's procedure.
- 18 The RIGHT of access to a formal complaints procedure and to be represented by a friend or advisor if you wish