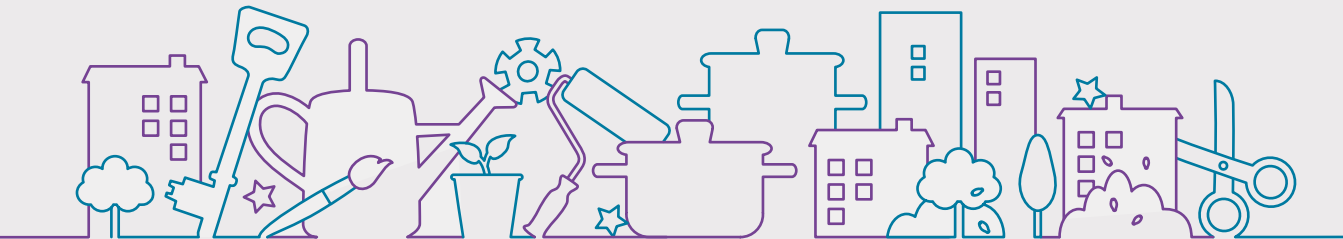




Information, Advice and Guidance Charter

Aim

Peter Bedford Housing Association (PBHA) aims to deliver clear, confidential and impartial **Information, Advice and Guidance (IAG)** so that you can make informed choices about your housing, access to learning, employment and move on options.



What you can expect from us

- Support to achieve your housing, learning, employment and personal development goals
- Accessible and visible IAG services
- An environment that encourages you to become a confident decision maker
- A professional and knowledgeable staff that know about all PBHA's services and how to access them
- Regular housing surgeries (for PBHA tenants) that will sign post you to other services
- Regular reviews for adult learners, volunteers and those on employability programmes
- A quick and helpful response if you are unhappy with any part of our IAG services
- A commitment to equal opportunities, to value your opinions and encourage you to join in and influence our IAG services

What we expect from you

- To abide by PBHA's core values (Participation, Respect, Inclusion, Diversity, Empowerment)

Feedback, comments, complaints

PBHA values your feedback and comments about the IAG services. If you wish to make a complaint about any aspect of the service PBHA will ensure that your complaint is handled in a helpful and timely manner.

