

The Way We Do Business

Our Terms and Conditions

Fees

- We offer a complimentary initial telephone discussion to establish the situation and how we can help.
- We have a transparent pricing policy. All Service Packages are fully inclusive of all charges, including travel costs within a 10-mile radius of Relative Matters registered office in Worthing. Any travel undertaken outside of Relative Matters Registered Office in Worthing will be subject to supplemental travel costs.
- Urgent work will be subject to a supplemental cost if work has to be rearranged to accommodate it.
- All payments will be agreed in advance of our service commencing.
- We may need to undertake a detailed review of your financial affairs prior to making any arrangements with regard to our long-term assistance to you. In order to make such arrangements, we will need your full cooperation with regard to a review of your financial affairs. In some cases, the delivery of the agreed Service Package will be subject to this financial review.
- Fees incurred by a professional third party will be agreed with Relative Matters and payment may be requested in advance.
- At the outset of our relationship we will request an initial payment, which will be held to your credit until we raise our first invoice for you.
- Ongoing work will then be invoiced on a monthly basis.
- Payment is due on receipt of invoice. If payment is not made on the due date, we shall be entitled, without limiting any other rights we may have, to charge interest on the outstanding amount (both before and after any judgment) at the rate of 10% above the base rate from time to time of The Royal Bank of Scotland from the due date until the outstanding amount is paid in full. An administration charge will also be applied.
- If we arrange a homecare, residential or other service on your behalf, you are required to pay these fees directly to the service provider.

Warranties and Liability

- We warrant to you that our services will be provided using reasonable care and skill and, as far as reasonably possible, in accordance with the Service Package and at the intervals and within the times referred to in the Service Package. Where we supply in connection with the provision of the Service Package any goods or services supplied by a third party, we do not give any warranty, guarantee or other term as to their quality, fitness for purpose or otherwise, but shall, where possible, assign to you the benefit of any warranty, guarantee or indemnity given by the person supplying the goods or services to us.
- If we fail to comply with these Terms and Conditions, we are responsible for loss or damage you suffer that is a foreseeable result of our breach of the Terms and Conditions or our negligence, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if they were an obvious consequence of our breach or if they were contemplated by you and us at the time we entered into this contract.
- We do not exclude or limit in any way Our liability for:
 - (a) death or personal injury caused by Our negligence or the negligence of our employees, agents or subcontractors;
 - (b) fraud or fraudulent misrepresentation;

Confidentiality and sharing of information

The following applies to all individuals and organisations who share information with Relative Matters and means that:

- We are registered with the Information Commissioners Office and will process all personal and sensitive information in accordance with the Data Protection Act 1998.
- We will take all reasonable steps to safeguard the security of any information about you/your relative or client we hold in electronic format.
- If we contact organisations, or anyone else, on behalf of you/your relative or client, we will only do so with your full consent.
- We will keep written records confidential to Relative Matters and will not allow anyone outside the organisation to access any records except when required to do so by law (you have the right to access your own record under the Data Protection Act 1998).
- We will destroy all written and electronic records after seven years.

Hours of business

- Our hours of business are 9am – 6pm Monday – Friday and 9am – 1pm on Saturday.
- Out of hours calls: An answerphone service is available for you to leave a message outside of business hours.

Ending our Agreement

- You are entitled to terminate this Contract at any time by giving not less than 28 days' written notice to us.
- Either party may (without limiting any other remedy) at any time terminate this Contract by giving written notice to the other if the other commits any breach of these Conditions and (if capable of remedy) fails to remedy the breach within 30 days after being required by written notice to do so, or if the other goes into liquidation, or (in the case of an individual or firm) becomes bankrupt, makes a voluntary arrangement with his or its creditors or has a receiver or administrator appointed.

Complaints and compliments

- We are committed to exceeding our client's expectations. However, we rely on clients to give us all the necessary information to enable us to provide the best possible service.
- In order to continuously develop the quality of the service we provide we need to know what we are doing right and what we could do better. Please tell us if you are particularly happy with something we have done - and don't forget to tell your family and friends!
- If for any reason you are dissatisfied with our service please let us know as soon as possible. You can do this by:
 - Writing to:
 - Telephoning: 0845 319 4870
 - Sending an email: feedback@relativematters.org
- We promise to investigate the matter thoroughly and send the written outcome, and our conclusions, to you within seven days, unless for some reason we need longer, in which case we will discuss this with you.
- If you remain dissatisfied and we are unable to resolve things to your satisfaction, you can refer the matter to the Ombudsman. You can contact the Local Government Ombudsman's Advice Line on 0845 602 1983. Alternatively you can visit their website at www.lgo.org.uk

Commitment to quality

All our consultants have been checked by the Disclosure and Barring Service (DBS) for criminal records, are registered with HCPC (Health and Care Professions Council) adhere to the professional standards of their professional body and the following code of conduct:

- Treating each person as an individual
- Respecting and, where appropriate, promoting the individual views and wishes of both clients and relatives
- Supporting clients' rights to control their lives and make informed choices about the services they receive
- Respecting and maintaining the dignity and privacy of clients
- Promoting equal opportunities for clients, respecting diversity and different cultures and values
- Being honest and trustworthy, reliable and dependable
- Communicating in an appropriate, open, accurate and straightforward way
- Honouring commitments, agreements and arrangements and, when it is not possible to do so, explain the reason why to clients.

Chris Moon-Willems
Independent social work consultant
Director Relative Matters Ltd