



Client Service Policy

At Rongo Mauri we are committed to providing compassionate and effective social services to our clients. This Client Service Policy outlines our dedication to meeting the needs of individuals and communities, fostering trust, and promoting positive social outcomes. We aim to empower those we serve while upholding the highest ethical and professional standards.

Client-Centred Approach:

Dignity and Respect

We pledge to treat all clients with dignity, respect, and empathy. Regardless of their background or circumstances, we recognise the inherent worth of every individual and their right to be treated with kindness and fairness.

Client Autonomy

We believe in empowering our clients to make informed decisions about their lives. We will provide information, options, and support, allowing clients to exercise their autonomy and make choices that align with their values and goals.

Confidentiality and Privacy

We understand the sensitive nature of the issues our clients may be facing. All client information and discussions will be kept strictly confidential, with access limited to authorised personnel. Client data will only be shared with consent or as required by law.

Quality of Service:

Professional Competence

Our staff will maintain the highest level of professional competence. We are committed to continuous learning and development to ensure we provide effective and up-to-date services to our clients.

Individualised Service Plans

We will work with clients to develop individualised service plans that consider their unique needs, goals, and circumstances. These plans will be regularly reviewed and adjusted to adapt to changing needs.

Timeliness

We are committed to providing services in a timely manner, recognising that the needs of our clients often require swift attention. We will make every effort to minimise wait times and provide prompt assistance.

Communication

Open and effective communication is vital. We will provide clear and honest information to clients about the services offered, their rights, and the processes involved. We will also actively seek feedback from clients to improve our services continually.



Ethical Practices

We commit to adhering to a strong ethical framework in all our operations. Our social services will be provided in an ethical and non-discriminatory manner, with particular attention to issues of social justice and equity.

Community Engagement

We will actively engage with the communities we serve, fostering partnerships, and listening to local concerns. Our goal is to promote a sense of community and social cohesion while addressing the unique challenges faced by individuals and groups.

Resolution of Issues

In the event of issues or concerns, we will have a transparent and accessible process for clients to raise their grievances or disputes. We will investigate and resolve these issues fairly and promptly. See policy.....

Accessibility

We will ensure that our services are accessible to all, including those with disabilities or language barriers. Reasonable accommodations will be made to ensure that our services can be used by all who seek them.

Review and Updates

We will review and update this Client Service Policy regularly to ensure it remains in compliance with evolving laws and regulations and continues to meet the expectations of our clients and the broader community.

Contact Information

Clients can reach us at the following contact points for inquiries, feedback, or service-related matters:

Rongo Mauri - 627 Kiwi Street, Camberley, Hastings
Website: www.rongomauri.com
Email: admin@rongomauri.com