

# Our Charter

## All Staff and Volunteers of Age UK Surrey will:

- ✓ Treat all people as individuals, with dignity, respect, and without judgement.
- ✓ Provide a friendly and warm approach.
- ✓ Listen to and empower people, enabling them to take control.
- ✓ Deliver a quality professional service and value for money.
- ✓ Welcome diversity, be open, honest and consistent.
- ✓ Provide a confidential service when appropriate.
- ✓ Receive and act on feedback willingly.

**We ask that all Age UK Surrey staff and volunteers are treated with respect and courtesy.**