**Bridge the Gap Facilitators**

**Service Relationship Agreement**

**Bridge the Gap Facilitators will**

* Use all the information you gave us during your initial assessment to allocate an appropriate facilitator to support your needs
* Process your personal information according to our privacy policy; by signing this agreement you provide explicit consent for any special category data you disclose to also be processed
* Work with integrity, to the highest professional practice, and maintain complete confidentiality except where we are legally obliged to inform the appropriate authority where we have reason to believe or you have disclosed a risk of serious harm to yourself or others
* Negotiate all aspects of our service with you including preferred mode of contact, cost, duration and appropriate termination
* Reserve the right to terminate our association with you if our facilitator believes they are being threatened and it has not been possible to establish a resolution

**We ask you to**

* Provide us with honest and accurate information as far as you are able
* Maintain respectful communication and adhere to agreed actions and boundaries
* Complete payments to Bridge The Gap Facilitators in full at least 48hrs prior to any facilitation, or comply with any specific payment arrangements made with your facilitator. Non payment will result in withdrawal of service with immediate effect
* Raise any concerns or issues with us promptly, either to your allocated facilitator or an alternative facilitator found on our website, to enable us to work with you towards resolution
* Provide us with constructive feedback so that we can improve our service for you and others

Signed on behalf of Bridge the Gap Facilitators:………………………………….…………………….

Client Name:……………………………………………….Signature:……………………………………

Date:………………………………….......

**Equality and Diversity Statement**

Bridge the Gap Facilitators is committed to the principles of Equality and Diversity for all who engage with us irrespective of ethnic background, language, culture, faith, gender, age, sexual orientation, disability, or any lifestyle preference, which might be a pretext for discriminatory attitudes or behaviour. We respect and welcome the varied contributions that individuals can make precisely because of their differences and experiences. We seek to reflect the communities in which we live and enable opportunity for all.

**Health and Safety Statement**

Bridge the Gap Facilitators aspires to the creation of a harmonious experience through the provision of safe and healthy conditions at all times and to conduct our undertakings so that persons not in our employment are not exposed to risks to their health and safety.