

We are an independent registered charity staffed predominantly by volunteers. Below we set out the basis on which we will provide our service.

We all face problems that seem complicated and frightening. At Paperweight, we believe that no one should have to deal with these problems alone. We believe that everyone should have access to good quality guidance and support tailored to their individual need. We provide clients with their options and empower them to make fully informed decisions.

- Our service is free, confidential, impartial and non-judgemental.
- We work in partnership with you to empower you
- Paperweight provides guidance only. It does not provide any legal, financial, investment or debt advice. We do not undertake any regulated activities.
- Paperweight caseworkers are all volunteers and provide guidance as volunteer caseworkers.
- When appropriate we will always recommend that you seek the assistance of another more appropriate provider, who may charge a fee for their service, which you will be able to ask about at the outset
- Alternatively, Paperweight may signpost or refer you to another organisation better placed to assist you.
- Once a caseworker has been allocated to you, she/he will contact you to arrange an appointment.
- We treat everyone with dignity and respect and expect clients to treat our volunteers in the same way.
- We record and store your information in line with GDPR. We have a legitimate interest to do so as it enables us to provide a more tailored guidance for your benefit.
- **Whilst all help and guidance is given in good faith, neither Paperweight nor any of its personnel or volunteers can accept any legal responsibility towards you.**

## Hours of business

Our office hours are 9.30am – 4.30pm Monday to Thursday and 9.30am – 1.30pm on Friday, other than bank holidays and religious festivals. We operate a 24-hour answerphone service, so if we are not available when you call, please leave a message and we will respond as soon as possible.

## To help us help you we need:

- All relevant paperwork including any correspondence.
- Your availability for scheduled appointments
- For you to contact us immediately if you cannot be available
- The disclosure of all relevant facts and details

## Termination

You may withdraw from our services at any time. On occasion, we may need to withdraw our help, if, for example, there is a conflict of interest or any other reason which prevents us from continuing. In these circumstances we will notify you as soon as we can. Please be advised that there are certain circumstances in which we are unable to disclose reasons for our withdrawal.

## Sharing your information

We may need to share your information with other agencies solely for the purposes of helping you to achieve the best possible outcome. If we need to do so, we will ask for your permission in writing.

## Privacy policy

A copy of our Privacy Policy can be found on our website. If you would like a printed copy, please ask your Caseworker.

## Donations

The Paperweight Trust is a charitable organisation. Clients services are provided **free of charge**. We rely entirely on donations and grants to help with our running costs.