

# The Paperweight Trust

## Our Terms of Service

**paperweight**

Don't get overwhelmed, get help.

The Paperweight Trust is a registered charity staffed predominantly by volunteers. We set out below the basis on which we will provide our service.

We all face problems that may 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 Aim

We aim to offer our clients the very best assistance and guidance in all matters. Our objective is to work in partnership with you to enable you to have the confidence and ability to manage your own affairs.

- Our Service is free, confidential impartial and non-judgemental
- We work in partnership with you to empower you
- Paperweight provides guidance only. We do not provide any legal, financial, investment, or debt advice.

We do not undertake any regulated activities

- If appropriate we may refer you to seek the assistance of an alternative service

### We will at all times:

- Be polite and courteous
- Keep all matters confidential
- Keep you regularly informed of progress
- Avoid any conflict of interest

### To help us help you:

- \* Represent your best interests.
- \* Explain to you the work which may be required
- \* Deal with all matters promptly
- Please be open, honest and prepared to share information
- Provide all documentation as may be reasonably required
- Advise the office / your caseworker if you are unable to keep an appointment
- Treat your caseworker with the respect that you would expect to receive

### 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 advise you as soon as possible. Please also be advised there may be certain circumstances when we are unable to disclose reasons for our withdrawal.

### Sharing 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 is available on our website. If you would like a printed copy, please ask.

### Hours of Business

Our office hours are 9.30am – 5pm Monday – 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 immediately available please leave a message and we will respond as soon as possible.

### Donations

The Paperweight Trust is a charitable organisation. Clients Services are provided free of charge. We rely entirely on donations and grants for our running costs.

### Disclaimer

All information and guidance is given to you in good faith and without any liability on the part of The Paperweight Trust. It is believed to be correct, but its accuracy is not guaranteed, and it does not obviate the need to seek appropriate professional advice. On occasion it is essential that such advice is sought. If seeking guidance from our Family Law Division, please note that this is in the form of support through the process and we are not providing legal advice.