

# Partnership Agreement Form



This is an agreement between

..... (Advocacy Client)

..... (Advocate)

The person looking after this partnership is

..... (Coordinator)

..... (Advocacy Client) agrees to me being his/her advocate and can (delete as appropriate):

- sign this agreement
- not sign but agrees to me being his/her advocate
- not sign and currently does not understand my role as his/her advocate

..... (Advocacy Client) would like help with (issue details)

.....  
.....  
.....

The Advocacy will start from (date) ..... and continue until.....

If either person is unhappy they can contact .....(Coordinator) on 01865 741200.

Signed .....(Advocacy Client)

Signed .....(Advocate)

Date: .....

## **Confidentiality**

We place great importance on confidentiality so that you will feel in control of what is happening. No personal details about you will be given to anyone outside Oxfordshire Advocacy unless you give us permission to do so. We will only pass on information if, by not sharing it, someone would be placed in danger.

All the information we keep about you is yours and will be kept safe. You can see it whenever you like and it will be given to you when you no longer use the service unless you ask us to keep it or destroy it for you. We will keep information left with us for no more than 6 years.

Information used by Oxfordshire Advocacy for fundraising, or any other reason will not contain details that identify anyone. We have a legal obligation under the Data Protection Act to ensure that information held about you complies with the principles of the Act.

## **Complaints**

If you are unhappy with anything about your Advocacy Service you should first of all talk to your Coordinator, or you can telephone the office and leave a message asking the Coordinator to contact you. (Their name and address is on the list below).

If the Coordinator can't sort out the problem and you wish to make a complaint, you can write to the Director at the address below, who will arrange for your complaint to be investigated and write back to you within 28 days.

If you are still unhappy with the answer you can write to the Chairperson and say so, and your complaint will be looked at again, and you will get an answer from the Chairperson within 28 days.

If you are still not satisfied you should write to the Charity Commission at the address below.

A copy of the Getting Heard Complaints Procedure is available from your Coordinator.

## **ADDRESSES AND TELEPHONE NUMBERS -**

Coordinator: .....

Telephone: 0300 343 5718

### **Getting Heard (formerly) Oxfordshire Advocacy**

Barton Neighbourhood Centre, Underhill Circus, Headington, Oxford OX3 9LS

### **The Charity Commission,**

Harmsworth House, 13-15 Bouverie Street, London EC4 8D

[www.gettingheard.org](http://www.gettingheard.org)

Company Number: 6845465

Charity Number: 1131403