

Our Client Charter

The Tenants Union of Victoria has a commitment to ensuring that we provide a safe and stress free environment for all clients, visitors and staff.

Your Rights

When using our service you have the right to:

- > Be treated with respect and courtesy at all times
- > Privacy and confidentiality about the issues we discuss
- > Make a complaint against any member of staff if you believe that you have not been treated appropriately

Your Responsibilities

When using our service we expect you to:

- > Treat our staff with respect and courtesy at all times
- > Not swear at, abuse or threaten other clients or staff
- > Not use alcohol or illegal drugs whilst on the premises
- > Not enter the work or office areas unless accompanied by a staff member

The Tenants Union reserves the right to refuse to provide assistance to any client who does not comply with this Charter. You may be asked to leave the building and return at another time. We may take steps to make sure that you leave when asked to do so.

