

Service Agreement

The information below is an agreement between
SARSAS (the provider of support) and you (the SARSAS client).

As a SARSAS client I agree and understand that:

- I will attend scheduled appointments on time. I will give notice to SARSAS if I cannot make an appointment. I understand that SARSAS reserves the right to end support if these conditions are not met.
 - I will not attend appointments under the influence of alcohol or drugs, this is to ensure I can receive the best possible support.
 - Aggression, discrimination and physical abuse towards staff members or other clients will not be tolerated and may lead to support being terminated. This includes verbal or emotional abuse, coercion, manipulation, gaslighting and discrimination toward a particular person or group of people (in person, online or by phone).
 - Although self-harm can be a coping strategy, I will not self-harm on your premises or bring objects intended to harm myself.
-

SARSAS as the provider of support agrees to:

- Provide specialist sexual violence support for all genders including girls, boys, women, men, cis, trans, non-binary and intersex people.
 - Take an intersectional approach that recognises people who may have more than one protected characteristic (age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation) can experience multiple forms of discrimination
 - Make all our services as accessible as possible and strive to find fully accessible venues. We will aim to meet your access needs, without providing physical support.
 - Offer services based on your current needs and our availability. There are limitations to what we can offer when there are ongoing risks of harm to our clients, and we may be unable to support you if this is the case. We will discuss this and make a joint decision that feels safe for you.
-

If you have a concern about any of our services, we will aim to resolve this in the first instance. However, if this is not satisfactory, SARSAS has a formal complaints procedure which you can request by emailing info@sarsas.org.uk or view on our website: www.sarsas.org.uk/contact-us/