

Making a complaint

If you believe that a KCA staff member has breached your confidentiality without reasonable cause, you have the right to make a complaint under KCA's Complaints Procedure, copies of which are available at all KCA offices.

If at any time you do decide to make a complaint, this will not have a negative effect on any service you may receive from KCA in the future.

If you would like more information about this service, please speak to your worker



KCA Head Office

Dan House, 44 East Street, Faversham
Kent ME13 8AT
Tel: 01795 590635
Fax: 01795 539351
Email: admin@kca.org.uk

Training, Consultancy and Workplace

01474 326168

Finance

01795 590795



Confidentiality Statement

KCA and Confidentiality

KCA recognises that confidentiality is of great importance to people who use its services. For that reason, all KCA staff are bound by a duty of confidentiality to service users, which means that

- we will not routinely pass on information about you or your contact with KCA to any other individual, organisation or agency without your written consent, other than as part of the statistical or aggregated data used for service monitoring and evaluation, which does not identify individuals
- if you decide that it is useful for us to share information about you with anyone else, for example your doctor, we will discuss the type and amount of information you are happy to have passed on

- your counsellor or keyworker will share information about you with other KCA staff only when it is necessary to do so in order to provide you with a good service, for example in Care Planning meetings
- records and case notes about you will be stored securely and you have the right to see what KCA staff have written about you

Exceptions to confidentiality

We cannot guarantee absolute confidentiality. There may be some exceptional circumstances in which we have to release confidential information. Such exceptional circumstances include those in which:

- there is reason to believe that there is a risk of significant harm to you or to another person, especially if a child is at risk

- there is a legal obligation to disclose information, for example if a KCA staff member is summonsed to attend court to give evidence.

Even in such exceptional cases, KCA staff would always attempt to obtain your consent before disclosing any information, although this may not be possible if the situation appears so urgent that immediate action is believed to be necessary.

A decision to breach confidentiality would not be taken by an individual staff member alone, but only after appropriate consultation with a manager, supervisor or legal advisor.

If you would like further details, please ask for a copy of our full confidentiality and information sharing policy, which is available on request from all KCA offices.