

# Safeguarding customers against abuse



## What is abuse?



Abuse is when someone hurts you.



It might happen once, or over a period of time.



Abuse can happen anywhere, night or day.



And it can be done by anyone.



This Easy Read information is a summary of our policy to protect you from abuse.

You can read the full policy on our website.

## Examples of abuse



Abuse may include:

- hurting your body
- doing something to you in a sexual way that is not ok



- hurting your feelings or threatening you



- controlling your money or stealing from you



- controlling you physically



- neglect or lack of care.



All of these things are wrong.

They should never happen to you at New Horizons.

Hurting your body can include someone:

- hitting you
- kicking you
- pulling you
- punching you



If someone is hurting you sexually they might:

- make you have sex with them
- make you touch them
- touch you in places you do not want them to
- make you watch other people have sex.



Hurting your feelings can include someone:

- calling you names
- laughing at you
- blaming you
- threatening you
- ignoring you
- treating you like a child
- making you feel useless or small
- Shouting at you.



Controlling your money or stealing from you is when someone:

- uses your money or things you own
- stops you from using your money or things
- takes your money
- won't let you decide how to use your own money
- makes you pay for other people's things.



Physical control is when someone:

- physically holds you
- locks you in another room by yourself.

This is only ok if you or your Guardian have agreed to it.

You can read more about this in 'Restrictive practices at New Horizons'.



Neglect or lack of care is when:

- you don't get the right medicine and care
- you don't have enough food, clothes, support or a roof over your head
- no one is helping you wash and dress yourself
- you aren't being helped to communicate your needs
- you don't get the support that you need or is best for you.



## If someone hurts you



It is ok to feel confused.



You might feel small or scared, especially if you have been threatened.



Remember it is not your fault.



We will make sure you are safe.

## Tell someone



It is best if you tell someone.



Talk to someone you trust.



You can tell a friend, family, carer, support person or the Police.



They can help you to tell us what happened.

There are a number of ways you can tell us.



You can talk to a staff member.



You can write us a letter or email us.





You can call us.



You can also fill out a customer feedback form. They can be put in the suggestion box at the office reception area.



Or you can fill out the form on our website.

When you talk to us, we will:



- make sure you are safe



- let you tell your story in your own way



- listen to what you have to say carefully



- understand it may be hard for you to tell us what happened



- think about your needs
- let you know that you have done the right thing.



If you have been hurt, we might need to tell the Police.



We will keep your information private and only tell the people who need to know.

## Contact us



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