

***A HANDY GUIDE TO  
YOUR RIGHTS  
AT OTR BRISTOL***

---

***CHOICE  
CONSENT  
CONFIDENTIALITY  
COMPLAINTS***

---



# ***YOUR RIGHTS***

OTR is not just a mental health organisation, but a social movement aiming to promote and defend the rights and social position of young people.

As a young person coming to OTR, we want you to understand the rights you have when receiving support from us. This handy booklet will talk you through your four key rights - what we call the '4 C's':



***CHOICE***



***CONSENT***



***CONFIDENTIALITY***



***COMPLAINTS***

# ***CHOICE***

At OTR, we want to give you choices.

We believe that you will benefit most from mental health support that you have chosen yourself, rather than you being told what to do. After all - you know you best!

When you come to see us, there are a number of choices that you might make. For example:

**'I want to sign up to Mind Aid'**

**'I don't want to sign up to any of OTR's projects, but I would like to sign up to another service like Kooth instead'**

**'I want to sign up to 1:1 Therapies and I would like to see a female therapist'**

**'I don't want to access any mental health support at all right now'**



Whatever choice you make is completely fine, and we should give you enough information to make this an informed choice.

# CONSENT

Consent means that you are agreeing to something and giving permission for something to happen.

At OTR, we are self-referral. This means that you can sign up to our services yourself through our website. By doing this, you are giving your consent for us to support you.

You should have access to all the information you need in order for you to give informed consent. For example, our staff and volunteers should be transparent with you about things like **waiting times** and our **confidentiality policy**.

We will also ask for your consent to use your data during the sign up process and be clear about how and why we may do this.

If we have reason to believe that someone else has signed up on your behalf - like a parent or a professional - we will check in to make sure that you do want our support. We do things with you, not to you.



# ***CONFIDENTIALITY***

Confidentiality means to keep something private and not share it with others.

What you say to us at OTR - whether it's to our staff or volunteers - will remain confidential. However, it is important to remember that this confidentiality is between you and OTR - not between you and the member of staff you spoke with.

The only exception to this is if we believe that you or someone else is at risk of harm. In this case, we may need to involve someone outside of OTR. For example:

If we have reason to believe that you or someone else might be experiencing abuse or neglect.

If you have disclosed to us that you or someone else is self-harming and this is escalating.

If you or someone else is experiencing suicidal thoughts, and we're worried you or they may act on these.



If we need to break confidentiality, we will try to talk to you first about why we need to do this, and involve you in how this happens.

# COMPLAINTS

Your feedback is important to us - whether it's positive or negative. You have the right to complain if you are unhappy about something at OTR.

If you decide to complain, it will be passed onto our Management Team and we will do our best to put things right. No one should treat you differently if you do decide to make a complaint.

There are many ways that you can give feedback. You can either do this yourself, or ask a trusted adult or friend to help you:

**Talk to the relevant staff member in person, or another staff member that you feel comfortable with.**

**Write it in an email and send it to [hello@otrbristol.org.uk](mailto:hello@otrbristol.org.uk)**

**Call us on 0808 808 9120 and select Option 1 to talk to our Membership Team. It's best to call between 2-5pm during the week**

**Fill out our feedback form over on [otrbristol.org.uk/feedback](https://otrbristol.org.uk/feedback)**



You can also write it on this page, tear it out and give it to us - either by handing it to a member of staff or by sending it by post to:

**OTR Bristol, 8-10 West Street, Bristol, BS2 0BH**

***NAME:***

***CONTACT DETAILS:***

***COMPLIMENT OR COMPLAINT?***

(Please tell us a bit about what happened and who was involved)



This booklet was made by OTR Bristol, a mental health social movement by and for young people aged 11-25 in Bristol and South Gloucestershire.

We provide a number of different projects - including both groups and 1:1 - to promote good mental health and wellbeing, and empower young people to support themselves and their communities.



@otrbristol



[otrbristol.org.uk](http://otrbristol.org.uk)



0808 808 9120



[hello@otrbristol.org.uk](mailto:hello@otrbristol.org.uk)