

What is a conflict of interest?

A conflict of interest happens when one of our workers is not acting in your best interest.

How do we manage a fair and ethical service with all our participants:

- tell you if there is a conflict of interest and how it may affect you
- link you to services and supports that are best fit for you
- provide you with a selection of suitable options for you to choose from
- if you choose to use another Exceptional Bonds service, no information will be shared between services unless it is part of collaborative practice, agreed by you
- your interest remains our priority
- we will give you clear and full disclosure of our costs and what these cover
- give you the option to have information on the skills, knowledge and experience of the representative you are working with.