

RULES OF FREE OF CHARGE COUNSELLING SERVICE PROVIDED BY NOMADA ASSOCIATION

1. Availability of services

- Advice is given only to a natural persons.
- Free of charge counselling does not include matters related to business or employment of foreigners
- All NOMADA's clients are treated equally.
- A person providing advice is not obliged to resolve disputes.
- A person providing advice may refuse cooperation if she/he finds it inconsistent with they own ethical principles. In such a situation the case will be redirected to another person or organization.

2. Free-of-charge

- NOMADA's service is free of charge.
- Advisers can not accept any financial or property advantage (e.g. money, gifts) from their clients.
- NOMADA is not obliged to incur or cover any fees arising from handling a case (e.g. court, tax, administrative fee).

3. Confidentiality

- Any information conveyed to us by our clients is treated as confidential.
- We do not provide information related to NOMADA clients to third parties without the prior consent of the former.
- It is permissible to consult cases with other organizations or experts in a way that client's anonymity is preserved.
- Documents are stored in a way that makes it impossible to access them by third parties.

4. Reliability

- Information is provided in a reliable, complete and comprehensive manner.
- Advice is provided on the basis of the information given by a client as well as on the basis of relevant legislation.
- Advice is provided in a comprehensible way.
- Counseling is provided in Polish and English.

5. Professionalism

- Advice is provided by trained staff.

- If NOMADA's advisers is not able to provide advice on particular issue they are obliged to redirect the case to other experts / organizations.

6. Self-reliance

- Autonomy of a client is essential. We encourage our clients to be active and independent in solving their problems.
- Adviser presents possible solutions and their consequences.
- Adviser can not take decisions for a person seeking advice.

7. Areas of support

- NOMADA Association has a defined scope of services. We provide counseling on issues related to obtaining residency and work permit as well as to issues related to hate crime.
- NOMADA Association defines the conditions under which services are provided, as well as the grounds for refusal of cooperation.
- Conditions for recording cases and for keeping records are specified in "NOMADA Association Safety Policy". Clients who submit the copies of they documents are informed about them.

8. Transparency

- The rules of providing counseling are available on NOMADA website and in the office. They are presented to a client before the advice is given.

9. Complaints and comments

- NOMADA clients can give their opinion on the quality of the service. We carefully consider them during board meetings.
- The feedback we receive is important for improving the quality of our service.