

Visits to NARPO House

NARPO Service Statement

NARPO head office in Wakefield does not usually encourage Members to attend our premises directly, as local Branch officers will normally maintain individual contact.

We do, however, accept there may be occasions when it will be unavoidable for Members to visit our premises. Therefore, we have produced the following guidance for Members' information:

NARPO, as an equal opportunities employer, is dedicated to providing a fair and transparent service to all our Members. It is committed to making our services available and accessible, within the constraints of reasonable adjustments and the limitations imposed by the type of our office accommodation. This guidance allows us to deal expeditiously and efficiently with members' enquiries.

At NARPO HQ we are unable to meet Members without a prearranged appointment. Therefore, we ask Members who require a personal meeting to allow at least 5 working days to make suitable arrangements with a member of our staff. This will apply in all but the most urgent of cases.

At the time of making an appointment, we ask that we are made aware any special requirements for the member, and their companion, if accompanied. In all but a few cases, we will be able to make reasonable adjustments to meet your requirements to access and use our premises.

Our staff have been trained to identify and deal with the difficulties likely to be encountered by Members and can put arrangements in place to facilitate your visit.

We recognise there will be occasions when we will be unable to accommodate our Members' requirements. In these circumstances, we can arrange to meet Members at another location, or arrange for a local Branch member to make a home visit.

Should you require any further information or clarification of our guidance, please contact hq@narpo.org and speak to a member of our staff who will be happy to assist.