Client Interaction & Communication Policy

Policy Title: PRN-017: Client Interaction & Communication Policy
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
Version Number: V01 20260815
Date of Review: (August 2026)

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1. Introduction

This policy defines how companions must communicate and interact with clients to ensure:

- safety
- professionalism
- respect
- clarity
- safeguarding compliance
- organisational integrity

Client interaction is a core part of TC's service delivery and must be conducted with the highest standards.

2. Communication Principles

2.1. Respectful Communication

Companions must:

- speak politely
- listen actively
- avoid offensive language
- avoid raising their voice
- avoid confrontational behaviour

2.2. Clear Communication

Companions must:

- communicate instructions clearly
- avoid ambiguity
- avoid misleading statements
- avoid making promises they cannot fulfil

2.3. Professional Tone

Companions must:

- maintain professionalism
- avoid overly casual language
- avoid inappropriate jokes
- avoid personal discussions

3. Prohibited Communication

Companions must **never**:

- discuss salary or payment rate
- discuss TC's internal operations
- discuss other companions
- discuss disciplinary cases
- discuss suspension or investigations
- discuss TC's budget distribution
- negotiate contract terms
- negotiate pricing
- accept private payments
- provide personal contact details

These actions constitute **gross misconduct**.

4. Communication Channels

Companions must use:

- TC official communication channels
- TC email (where applicable)

- TC-approved messaging systems

Companions must not:

- communicate with clients via personal phone
- communicate via personal social media
- communicate via private messaging apps

5. Interaction Boundaries

Companions must:

- maintain professional distance
- avoid romantic or intimate behaviour
- avoid physical contact beyond safe support
- avoid entering client bedrooms unless required for care
- avoid discussing personal life excessively

6. Approved Referral Script

When approached by the public or a potential client:

"I'm currently with a client now and I'm not allowed to spend time discussing details. Here is our website — https://carehopes.com — all the information you need is there. You can also contact TC through the official channels on the website or at admin@carehopes.com. I'm not authorised to discuss referral or contract terms, but I can give you my referral code to check out with. If you use my referral code, you will receive a 5% discount on your total cost."

This script is mandatory.

7. Interaction During Activities

Companions must:

- follow the care plan
- avoid unsafe activities
- avoid activities outside the plan unless approved
- report itinerary changes
- maintain client safety at all times

8. Conflict Management

If conflict arises:

- remain calm
- avoid escalation
- avoid confrontation
- report the incident to TC
- document concerns professionally

9. Communication During Suspension

Companions must not:

- contact clients
- discuss the case
- disclose investigation details
- post about the case online

10. Communication During Leave

Companions must:

- avoid client communication during leave
- avoid accessing confidential information
- avoid performing TC duties

Working during protected leave is **gross misconduct**.

11. Safeguarding Communication

Companions must:

- report concerns immediately
- avoid delaying safeguarding reports
- avoid discussing safeguarding cases with clients
- follow TC safeguarding procedures

12. Disciplinary Consequences

Breaches of this policy may result in:

- warnings
- suspension

- removal from client assignment
- summary dismissal
- safeguarding escalation

13. Amendments

TC may update this policy to reflect:

- legal changes
- safeguarding updates
- operational improvements