

Member Rights and Responsibilities

The Hub should feel supportive, respectful and safe.

Members have rights, and everyone also has responsibilities.



Your Rights

You have the right to clear information about membership, pricing and important changes; respectful and non-discriminatory treatment; privacy in line with data protection law; accessible communication and reasonable adjustments where required; and a fair way to raise a concern or complaint.

Your Choices

You may choose which resources to use and stop using anything that feels unsuitable or distressing. You can ask questions about the Hub, request support with access and manage your membership in line with the applicable terms.

Your Responsibilities

Please use the Hub for its intended purpose, protect your login, respect copyright and the privacy of others, and communicate without harassment, threats, discrimination or abuse. Do not upload or share unlawful, harmful or misleading material.

Health and Safety

Use your own judgement and seek appropriate professional advice when a decision could affect your health, safety, rights or finances. If you or someone else is in immediate danger, call 999. For urgent mental health support, use an appropriate NHS or crisis service rather than waiting for a Hub response.

Working Together

If something is unclear or creates a barrier, tell us. We will listen, consider what is reasonable and try to find a practical solution. Rights and responsibilities apply alongside the other Support Hub policies and your statutory rights.