

## Standards for our work with young people

### Individual and prompt service

We will:

- be helpful, friendly and make you feel welcome. We will wear name badges and give you our name when answering the phone - saying we are from Connexions and asking how we can help you
- see you within 5-10 minutes if you have an appointment, and within 20 minutes if you have no appointment. If there is a further delay this will be explained to you
- reply to your letters/e-mails within three working days of receiving them, and reply to messages left on our answering service within two working days
- aim to answer our public phone calls within 20 seconds
- offer a non urgent appointment within two weeks of your request. If there is a delay, this will be explained to you. Urgent appointments will be seen by an Adviser within one working day
- measure overall customer satisfaction and publish the results each quarter.



### Professional service and legislation

We will:

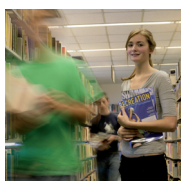
- ensure all our staff have, or are working towards, nationally recognised qualifications relevant to their job
- maintain the standards required for Ofsted, Customer Service Excellence, Investors in People (excellence in training and development for employees) and MATRIX (information, advice and guidance)
- comply fully with all relevant legislation
- not knowingly accept any job/training vacancy or information which discriminates on the grounds of race, religion, disability, age, gender or sexual orientation.



### Access to services

We will:

- provide you with access to our services through our Connexions centres, other access points, customer freephone number (0800 9755111), our website [www.connexions-cd.org.uk](http://www.connexions-cd.org.uk), Facebook and Twitter. We will also provide access to the national Connexions Direct service through 080 800 13 2 19 or through [www.connexions-direct.com](http://www.connexions-direct.com)
- provide access to a Personal Adviser in all maintained schools and colleges
- provide independent information and guidance about the options available to you
- ensure the information in our centres is up-to-date
- if possible, provide information in large print, Braille, audio cd or in languages other than English.



This Connexions service is managed by Careers South West Ltd. Our purpose is to engage all of our customers in learning and work.