

## Customer Charter

We want to help all our customers into learning and work. We will provide you with information and advice that is individual and right for you. We aim to raise the career aspirations and improve the life chances for all our customers.

We are committed to improving customer service and meeting your needs. This Customer Charter is one of the ways we hope to improve your experience of our service.

This Customer Charter explains the standard of service you can expect from us.

### What we do

We will help you to achieve positive outcomes through:

- finding learning and training that is right for you
- finding out about funding to support your learning
- organising provision to improve your reading, writing and maths
- understanding the local job market
- developing your CV
- improving your interview and presentation skills
- progressing in your current job
- accessing information about the types of disability and childcare support available.

### Provide you with a prompt and helpful service

Before your interview, we will:

- be helpful and make you feel welcome
- explain how we can support you, and what our service can provide
- see you within 10 minutes of your booked appointment time
- offer you an appointment within five working days of your request. If there is a delay, this will be explained to you
- take note of any specific requirements that you tell us about and address those needs where possible when booking your appointment.

When we see you, we will:

- be helpful and make you feel welcome
- check to see if you have any concerns about privacy or confidentiality and if so, we will arrange another appointment more suited to your requirements
- listen to your needs
- provide you with accurate and up to date information
- create a written record of the conversation (an action plan) that is easy to understand and give you a copy to keep
- let you know that we will contact you again to check on your progress and to see if we can help you again
- check to see if an alternative service is more suited to your needs; we will refer you to another organisation if that is more appropriate.

### Professional service and legislation

- We ensure all our staff have, or are working towards, a nationally recognised qualification relevant to their job.

- We work to national standards for careers information, advice and guidance.
- We will maintain accurate and secure records about you and the services that you receive, and ensure that we comply with the Data Protection Act.
- We will comply with all relevant legislation.

## How to access our services

- Face to face through our Next Step service providers, a Careers South West centre and other access points including job centres, libraries and other community venues.
- By telephone (0800 100 900).
- Online, using the website [www.direct.gov.uk/nextstep](http://www.direct.gov.uk/nextstep), or follow Next Step on Facebook or Twitter.
- Information, where possible, will be available as large print documents, Braille, audio CD or in languages other than English.

## We are committed to you

- We work hard to ensure our service meets your needs and welcome your feedback so that we can improve our services.
- We will contact you after using our service to track your progress and check if we can help you further.
- We will collect your views using customer surveys and report on this via our centres, website and in our annual report.
- If you want to highlight when we do something well or could do better, please contact us:

Address: Careers South West Ltd, Tamar Business Park, Pennygillam Industrial Estate, Launceston, PL15 7ED

Telephone: 01566 777672 Fax: 01566 777713

E-mail: [corporate@careerssw.org](mailto:corporate@careerssw.org) Website: [www.careerssw.org](http://www.careerssw.org)

Comments-Suggestions-Complaints leaflet: handed in at one of our centres.

- Your views on the information contained in this Customer Charter are important. Please tell us how we can be more helpful.