Our shared promise on customer care

We help people move into lasting employment. Alongside other organisations, we have signed this shared promise on customer care.

Our promise is based on the principles of the Customer Charter used by the Department for Work and Pensions, which includes Jobcentre Plus.

This shared promise fits within our organisation's own commitment to customer care. It applies particularly to the employment programmes we run on behalf of the Government and sets out:

- what you can expect and what is expected of you in return
- the support we provide and how you can make the most of it
- how we work with the Government and other organisations.

Right Treatment

We will provide you with advice and support that fits your own circumstances and needs. We will do our best to help you, listen to you and make sure you feel comfortable dealing with us.

We will protect your personal information and tell you if we need to share it with others.

Right Result

We will help you identify your strengths and make the most of them. This will help you find a job and make progress in employment that's right for you.

Your Time

We will work with you to make the best use of your time. We will take account of your personal circumstances and will also explain when things need to happen. Please help us by being on time and doing things when you say you will.

Easy Access

We will work hard to make sure everything is easy to understand and use. If you need more information, or need to communicate with us in a different way, please let us know.

We will work with the Government and other organisations to give you the best possible help.

Your comments and complaints

If you feel let down, please tell us straight away, so we can put things right. We have a complaints procedure and take all complaints seriously. Please also tell us what we have done well. All your comments help us improve.

Our role is to:

- work with you to plan a way into employment that is right for you
- help you set goals and take actions that fit with your plan
- give you expert guidance, training and support
- make the best use of the public money we receive to help you into work.

Your role is to:

- take responsibility for preparing for and searching for work
- help us to understand what is important to you and the help you need
- fulfil your responsibilities under the benefits system.

The Government's role is to:

- design the system of benefits and support to help people into work
- work with us to help you into employment, pay your benefits, deal with benefits issues and make decisions on sanctions
- offer other services that could help you. We may be able to advise you on these.

ersa

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jobcentreplus

Part of the Department for Work and Pensions

Developed by the Employment Related Services Association (ERSA) and supported by DWP, Jobcentre Plus, the Association of Learning Providers (ALP) and the British Association for Supported Employment (BASE)