

If you require more information then please
talk to your Employment Adviser who will
be able to help in answering your queries.

You can also leave feedback by
calling **0330 123 1200*** or visiting
www.intraining.co.uk/workprogramme

* Lines are open 9am - 5pm, Monday to Friday.



Delivering services on behalf of



Department for
Work and Pensions

We hear You.

Our Customer Charter.

Your rights and
responsibilities whilst
you are with us.



Introduction to the **Customer Charter**.

We will cover the following things in this Customer Charter including:

- Our Commitment to You
- Our Complaints and Comments process
- Our Equality and Diversity Policies
- Health, Safety and Safeguarding



Our **Commitment** to You.

We want to support you in getting a job, learning new skills and a progressing in your chosen career. To help you do this, Intraining promises that whilst on programme with us you will:

- Be assigned a dedicated Employment Advisor who will work with you to create a flexible and personalised **Career Progression Plan** based on your individual needs.
- Improve your skills through the use of fully accessible resources and interactive e-learning opportunities.
- Receive ongoing structured job search support and guidance to help you find the job you want.
- Have access to an up to date electronic job vacancy library.
- Be provided with an in work support plan to help you further improve your skills whilst in work.
- Be treated with dignity and respect at all times when with Intraining or one of our subcontractors.
- Be invited to give us feedback and raise any concerns with us directly in order that we can continuously improve our programmes.

Complaints and Comments **Processes.**

At Intraining we value your feedback to help us improve our services for you and future customers. We want to know what you think we do well, however we really appreciate your thoughts on how we can improve.

Giving us your Feedback

There are a variety of ways in which you can give us feedback. These include:

- Comment cards
- Through our website
- Completing surveys online and on paper
- Speaking to your advisor and calling our number.

Feedback is displayed on notice boards so that you can see what has already been suggested for improvement and what action we have then taken to improve.

Join in one of our Customer Forums

Intraining holds customer forums that you are able to attend to share thoughts and ideas with other customers and staff. These sessions often cover key themes such as Equality and Diversity, Health and Safety, improving training sessions, your satisfaction with our services and involvement in developing new ideas.

How do I make a Complaint?

If you are unhappy about any aspect of the service that we provide you can raise your concern with your Employment Advisor, any member of staff or through our Contact Centre. Your Employment Advisor will look to resolve the issue within 5 working days.

If the Employment Advisor cannot resolve the issue to your satisfaction then the Regional Operations Manager and the Office Manager will work with you to ensure we can resolve your concerns.

After another 5 days, if your complaint is still unresolved then you need to write to the Intraining Managing Director's office. You will receive an acknowledgment of receipt of your letter within 48 hours. Your complaint will be investigated further, with a final decision provided in writing to you within 10 working days.

We always aim to resolve any concerns before reaching this point, however if you are not satisfied with the final outcome of your complaint, then we will arrange for an external Independent Examiner to review your complaint.

Details of Intraining Manager Director's Office are:

Intraining Managing Director's Office
722, Prince of Wales Road,
Sheffield,
S9 4EU



Equality and Diversity **Policies.**

Intraining recognises and celebrates the wide diversity that exists across its staff, customer and subcontractor base. This diversity reflects differences which include age, disability, HIV status, marital status, mental health, national origin, political affiliation, race, religion, sex, sexual orientation and social background.

We aim to provide all customers with an environment and training programme that meets your individual needs, to ensure you are able to progress with your own Career Progression Plan. Our trained staff, and those of our subcontractors, will work with you to ensure you the support you need to move into a long term job. We have a wide variety of resources and specialist resources to be able to support every customer in our offices. For those customers who are unable to travel to Intraining offices, we have a wide network of subcontractors, outreach centres and resources that support customers in their homes.

Intraining does not tolerate any form of bullying, harassment or discrimination. There is a code of conduct that we expect every customer, member of staff and visitor to Intraining, or its subcontractor's offices, to follow to ensure we are all able to work in a welcoming and hospitable environment.



Health, **Safety** & Safeguarding.

Intraining is committed to ensuring that all customers are able to access Intraining offices, subcontractors offices and work experience placements free from harm, and to be protected from any mistreatment and abuse. At Intraining we aim to provide a fully accessible, safe and secure environment for all our customers. All of our offices, and those of our subcontractors, are fully inspected and continuously reviewed to ensure that all customers and staff are able to be supported in a safe environment. All of our staff are fully CRB checked and will work with you to assure your safety at all times.

If you have any concerns about your safety or the safety of someone you know please talk to your **Employment Advisor immediately.**

During your Induction, we will discuss the key themes that exist regarding Promoting Equality, Valuing Diversity, Health and Safety, Safeguarding, the environment in which we live and providing Feedback. We look forward to seeing you then.

