

Getting the most from our services

The Ingeus Customer Pledge

A flexible service that is convenient and accessible
A personalised package of support that is tailored to your needs
A professional Careers Academy and support to help you develop and progress in work
Priority access to exclusive job vacancies and job market information
Respect at all times and support to be active in setting your own goals

What we will do for you:

- Keep in regular contact with you
- Ensure you can easily contact us
- Give you access to the tools and information you need
- Encourage and act on your feedback or complaints
- Protect your personal information
- Provide you with equality of opportunity
- Focus on your safety and welfare

What we ask in return:

- Keep your appointments with us, and let us know as soon as possible if you can't attend
- Tell us of any changes that may affect your employment or benefits
- Let us know when you start or stop working
- Treat our staff and other clients with courtesy and respect
- Tell us if you need to communicate with us in a different way

Protecting Your Privacy

We use your information to help you find suitable work, and may share this with external partners where appropriate. We comply with the Data Protection Act 1998 and handle personal data properly. Your advisor can provide you with a copy of our Data Protection Policy, and you can find more information about your rights on the Information Commissioner's website www.ico.gov.uk.

Safeguarding

We aim to provide a safe, supportive and welcoming environment for our clients, their children, staff and partners. If you have any issues you feel we can help with in terms of your physical and/or mental well-being, you can speak to someone privately. For more information, ask your advisor for a copy of our Safeguarding Policy.

Equality and Diversity

We ensure that everyone has access to all our services and that provision is free from prejudice and discrimination. We are committed to creating and maintaining a culture where differences are recognised, respected and valued, and to ensuring all our staff and clients are motivated and treated fairly. We also aim to prepare you for working in a diverse workforce. Your advisor can provide you with a copy of our Equality and Diversity policy.

We comply with the Race Relations Act 1976, the Sex Discrimination Act 1975, and the Equality Act 2010.

Feedback and Complaints

To let us know what we're doing well, ask a member of staff for a feedback card. If you have a complaint about the service you are receiving, speak to your Ingeus advisor or manager and ask for a copy of our complaints form and policy.

Health and Safety

What we ask of you:

- Take responsibility for your own health and safety as well as for any children you bring with you onto the premises
- Be aware of the fire exits and safety procedures in the event of fire
- Be mindful not to obstruct any fire escapes or emergency exits
- Do not attempt to move heavy items or equipment in the office
- Report any incidents or potential hazards to an Ingeus member of staff

What we will do for you:

- Provide and maintain a safe and healthy environment for staff and clients
- Review our health and safety policy (minimum annually) and comply with all relevant legislation (e.g. Health and Safety at Work Act 1974)
- Record all accidents on an incident form along with the details of any treatment given
- Ingeus will conduct regular risk assessments on each site
- Provide trained Fire Marshals and First Aiders in every office
- Provide a first aid box in every office
- Provide a copy of our Health and Safety Policy on request

Acceptable Behaviour

What we ask from you:

- Be courteous and respectful to other clients and staff members
- Arrive for appointments on time and let your advisor know in advance if you are unable to attend
- Keep our offices alcohol and drug free by not consuming alcoholic beverages/drugs on the premises and not attending Ingeus premises if you are intoxicated
- Keep our offices safe; unlawful activities and offensive weapons are not permitted
- Keep our offices free of violence; harassment and discrimination of staff or other clients is not permitted
- Be aware of the language you use; swearing and offensive language is not permitted
- Be respectful of the facilities on offer; do not use our computers to view inappropriate or offensive websites or to enter chat rooms. Do not use our phones to make personal calls

Failing to comply with the above could affect your participation on the programme, the support you are eligible for and your claim to benefits. In addition you may be asked to leave the premises.