



Work Choice

 **Shaw Trust**
Ability at work

**ELITE**
Supported Employment
Agency Ltd

Our Customer Promise

We pride ourselves on delivering an excellent service to our clients. Our Customer Promise explains what you can expect from us and how you can get the most out of our Work Choice service.

Our role

- Our support and advice will be tailored to you as an individual, to help you prepare for, find and stay in work
- We will treat everyone with dignity, respect and as an individual
- We will keep waiting times to a minimum and answer phone calls and messages quickly
- We will make our services accessible, for example by producing information in plain English and in formats such as Easy Read, audio and other languages on request
- We will treat your personal details in line with the data protection act.

Your role

To get the most from the Work Choice service, we ask you to:

- Help us to understand what is important to you
- Do 8 to 16 hours of work focussed activity every week
- Attend all appointments with your Adviser or let us know if you cannot attend
- Take shared responsibility in preparing for and searching for work and keep in contact with your Adviser about how your job search is going
- Let us know if you have requirements for example with access, language, disability or childcare.

Our full Customer Promise can be found in your Welcome Pack.

Tell us how we're doing

If you have ideas about how we could improve our service, please let us know.

If you feel let down by our service, have a complaint or wish to appeal a decision, please tell us straight away so we can work to put things right.

We also like to know when we're doing a good job. So if you have any feedback, please let us know in one of the following ways:

- Email: stfeedback@shaw-trust.org.uk
- Phone: **0300 303 3111**
- Use the customer care response form in your Welcome Pack or available from your Shaw Trust Adviser
- There are also 'You Said - We Did' boards in our offices, where you can share your ideas and feedback and see what other suggestions we've taken on board.

What to do if you see or hear something that you think isn't right

If you have a concern about something you've seen or heard, you can raise this in confidence and it will be investigated. This could be something like a health and safety issue, theft or abuse.

- Tell your Adviser (as long as they aren't involved) and follow the instructions they give you

If you can't talk to your Adviser you should:

- Call Work Choice Direct on: **0300 303 3111**
- Email: incidents@shaw-trust.org.uk - You will not get into trouble.

We can supply this information in other formats, please contact us to discuss your needs.

www.shaw-trust.org.uk



Department for
Work and Pensions



European Union
European Social Fund
Investing in jobs and skills