



## **Five Lamps Economic Development (Employability) Customer Charter**

### **Our Service**

In order to support you in your journey to find and sustain employment we will:

- Provide a named day-to-day contact.
- Dedicate time to clearly understand your needs and help you identify your priorities.
- Challenge your thinking to help you develop an action plan that is right for you.
- Offer a range of services to suit your skills and employment needs.
- Provide impartial information, advice and guidance and coordinate a range of support from other organisations.
- Treat conversations as confidential.
- Provide information on access to possible funding to support your future plans.

### **Getting in Touch**

When you contact Five Lamps Economic Development service you can expect us to:

- Be genuinely interested in helping you to achieve your goals and dreams.
- Treat any conversation as confidential.
- Strive to meet your expectations.
- Get back to you when we say we will.

### **Our Promise**

We want you to regularly use Five Lamps as your first point of contact, so our promise to you is to be:

- Non-Judgemental
- Customer – centred and impartial
- Knowledgeable
- Available
- Flexible
- Accessible
- Professional
- Approachable
- Respectful
- Honest and Transparent
- Supportive

## **We Will**

Contact you using a method you prefer.

Get back to you within 48 hours of your enquiry (Monday to Friday).

Apologise if we make a mistake and ensure we will strive to put things right.

Ask for your feedback and include your feedback in our forward service planning.

## **How you can help**

Take time to explain your needs.

Provide us with accurate information when we ask.

Let us know if you have any special requirements so we can provide you with a high quality service.

Consider any suggestions and advice with an open mind.

Stick to your appointment time or let us know as soon as possible if you wish to cancel or postpone your appointment.

Tell us if your personal circumstances change.

Carry out the actions needed to give you the best chance of a successful start with a new employer and to sustain employment.

Take advantage of any training opportunities that Five Lamps can offer.

We welcome your feedback on the service and use it to continuously improve what we do. If you would like to comment on any aspects of our service please ask a member of staff from the Economic Development Division for a copy of the relevant customer feedback survey.