

Equality and Diversity

We promise that we will work to promote equality and diversity and to deliver fair and equal services to all.

A full copy of our Equality and Diversity Policy is available on request.

Feedback

We promise to:

- Welcome any complaints or suggestions about our services
- Consult with users about any changes to our services and involve them on evaluating them

Compliment/Complaint Forms are freely available in our Centres.

Services are available at:

Dewsbury Careers Centre

Railway Street
Dewsbury
WF12 8EQ

T: 01484 225500

Open

Monday to Thursday 10.00am - 5.00pm

Friday 10.00am - 4.00pm

Halifax Careers Centre

16 Alexandra Street
Halifax
HX1 1BS

T: 01484 225500

Open

Monday to Friday 10.00am - 4.00pm

Huddersfield Careers Centre

24 High Street
Huddersfield
HD1 2LR

T: 01484 225500

Open

Monday to Thursday 10.00am - 5.00pm

Friday 10.00am - 4.00pm



Helping people to realise their full career and learning potential

Statement of Service

our commitment to you

Providing you the very highest standard of service in everything that we do

May 2017



What we offer

We provide **free information** on:

- Job hunting
- Local employment trends
- Education and training
- A wide range of job areas
- Work, study and training abroad

Information is available in our Careers Centres (see addresses on back page) or from the Infoline.

Easy access

We provide access for clients with additional needs.

Most of our information is in English and is printed or available on computer. If you need it in a different format (eg audiotope, large print), we will be happy to discuss this with you. The National Careers Service provides a service for speakers of other languages.

If we do not have the information you need we will either request it for you (within 3 working days) or we will refer you to an organisation that is better able to help you.

We also provide free:

- Advice and guidance from qualified staff appropriate to your needs
- Computerised guidance packages
- Recruitment service for young people

There may be charges for additional services.

How to contact us

You can choose how to get in touch with us from the following ways:

Careers Centres:	Call in and speak to our staff who will be happy to help, and can tell you about all our services
Infoline:	01484 225500 ask for 'Infoline' (open Monday to Friday from 9.00am to 5.00pm)
Email:	infoline@ckcareers.org.uk
Website:	www.ckcareersonline.org.uk
Community and Education Venues:	Please ask for more detailed information.

What you can expect from us and what we can expect from you

Customer Care

In everything we do, we aim to be friendly, competent and to take account of your particular needs.

We promise to:

- Listen to you
- Respond to your enquiry promptly and accurately
- Honour our commitments and give an explanation if an arrangement has to be broken

We expect you to let us know in advance if you are unable to keep an appointment with us.

Standards of Service

We will make every effort to:

- Answer telephone calls within 6 rings
 - Deliver a reply to a letter or e-mail within 7 working days
- All staff will give their name when answering the telephone and wear name badges when dealing with the public.

Please tell us if we do not meet these standards.

Privacy and Dignity

We promise to:

- Offer private interview areas
- Treat everyone with dignity and respect
- Challenge unacceptable behaviour in the interests of staff and other service users

Confidentiality

We promise that:

- We fully respect confidentiality
- We fully comply with the Data Protection Legislation

Impartiality

We promise that:

- We will offer you impartial advice
- We will make you aware of any relationships with other organisations. We receive funding from a variety of sources.