



# WORK ROUTES

## Our commitments to you:

- We will create a welcoming, comfortable and positive environment
- We will provide you with regular appointments with an Employment Adviser who will tailor their support to your needs
- We will listen to you and treat you with respect
- We will be helpful, polite and professional at all times
- We will make sure that you have easy access to information about jobs that are suitable for you
- We will help you to write your CV and prepare you for interviews
- We will keep the information that you provide us confidential
- We will provide ongoing support once you are in employment for 26 weeks
- We will give you the opportunity to provide regular feedback on our service

## What we ask of you:

- To be honest and open with us
- To be committed to the programme, fully take part and actively look for employment
- To let us know if your personal circumstances change in any way
- To treat our staff and other Members with respect
- Report to your Adviser if you witness unreasonable behaviour by other Members or staff, at one of our sites
- Attend agreed appointments and training sessions on time, or call in advance to inform your Adviser if you are going to be late or cannot attend

## Our responsibilities to each other:

- To keep any appointments we make, or tell each other if there is a valid reason why we cannot keep them
- To work together as a partnership to help you achieve your aims
- To treat each other fairly and with respect, no matter what our race, sex, disability, religion, age or sexuality

## How we deal with any complaints:

If you wish to discuss any issues you have with the way you are treated on our programme, or the advice or information you have been given, please talk in the first instance to your Employment Adviser.

Most complaints can be sorted quickly and easily by following this procedure.

- If you are unable to reach a solution with your Employment Adviser, your complaint, made in writing, will be passed to the local Business Manager who will investigate the complaint and aim to write back to you with their findings within five working days
- If the issue remains unresolved, it can be escalated to the Operations Manager, and then to our Operations Director if required. At each escalation, the Operations Manager and Operations Director will complete an impartial assessment and provide written feedback within 10 working days
- We will seek confirmation that you are happy with the outcome and look to provide a positive resolution to all issues presented to us. Please inform your Adviser when you are satisfied with the outcome

We will investigate complaints thoroughly and look to provide a positive resolution to all issues presented to us.

If you are not satisfied with Reed in Partnership's resolution of your complaint, you have the option of taking the case to I.C.E, the Independent Case Examiner. To contact I.C.E, visit:

[www.gov.uk/government/organisations/independent-case-examiner](http://www.gov.uk/government/organisations/independent-case-examiner)