

CLIENT CHARTER

Work Rights Centre assists EU nationals to exit precarious work and improve their social mobility. We are committed to delivering excellent client service, and ensuring that everyone receives the same free, confidential, high quality response.

This Client Charter sets out what this commitment means in practice, what our users can expect from us and what we expect from them. The term users, or service user, represents Work Rights Centre's beneficiaries. This policy will also be of interest if you are an employer or contractor.

Beneficiaries

Our promise to you. We are committed to providing an efficient, caring and professional service, giving you choice wherever possible.

We will ensure that your enquiry is dealt with fairly and in a courteous, helpful manner – and we expect you to treat our team the same. If you struggle with English, we will try to connect you to an adviser who speaks a language you are comfortable with.

We will always:

- Be open and honest, and explain our recommendations and decisions;
- Give as much information as possible to help you make informed choices;
- Respect your privacy, and not share your personal data (data that can identify you) beyond our organisation without your consent, or unless a safeguarding issue arises;
- Signpost you to appropriate external services, if we are unable to help or there are other service providers that can help more than us.

But we cannot:

- Provide legal advice. We will tell you what your options are based on your circumstances, but we cannot tell you what you *should do*. You are the captain of all your decisions. Relatedly, we cannot represent you in court.
- Advise you in immigration matters exceeding EUSS Level 1 OISC accreditation.
- Advise with issues which go beyond our employment rights and professional mobility remit.

What we ask of you:

- Be honest, and give us the information and evidence we need to help you;
- Be punctual in your communication to our team, respect our opening hours, and keep any appointments that you have with us - if you cannot, please let us know at least one day in advance;
- Treat our staff, volunteers, partners and any organisation we may refer you to with respect and courtesy;
- Understand that data collection is essential, read and fill in our consent forms;
- Provide us with honest feedback, and help us improve our service.

We will not condone rude, abusive, or threatening behaviour. If such behaviour is encountered, a member of staff will politely state that they will have to terminate the contact and/or close your case. Work Rights Centre will take appropriate action against any individuals who are abusive to members of staff, volunteers, or any other stakeholders of the charity.

When you come to our offices, we will:

- Display the opening times of our clinic and adhere to them;
- Greet you and introduce ourselves in a courteous manner;
- Respect your privacy, offering private areas for discussion if required;
- Listen to you and respond to your needs;
- Be welcoming, courteous and helpful at all times.

When you call us, we will:

- Aim to answer within a reasonable time, during normal working hours and depending on capacity, and return your call if we were unable to pick up.
- If you are calling about an existing case, we will run you through a couple of security questions, to make sure we don't disclose your data to a third party.
- Use answerphones as appropriate, keeping the message as helpful and informative as possible.
- Attempt to resolve your query at the first point of contact. If this is not possible we will inform you of the next steps, making clear who is going to advise you, their contact details, and opening hours.

When you write to us, we will:

- Aim to respond within three working days of receipt, resolving the issues raised if possible. If the issue is more complicated, we will write with a breakdown of the information we need from you, and next steps.
- Ensure that you are aware of our consent forms, and other relevant policy and procedures that apply.
- Give you a contact of the member of staff dealing with your inquiry.

Delivering an effective service to users with different needs. All our users have the right to expect the same level of service. We will not make assumptions about your needs or abilities, and will make every adjustment possible to make our service inclusive and accessible.

We will make every attempt to supply information in an appropriate format and we will make sure that disabled people and people whose first language is not English can, dependent on resources and availability, get access to interpreting, translation and communication support.

Employers and Contractors

Most beneficiaries who seek our support have experienced a problem at work with an employer or contractor. If you are among these stakeholders, our promise to you is as follows.

Impartiality. We will listen to what service users have to say about their experience of working with or for you. But we will not make assumptions about the veracity of their statements. We will ask them to substantiate their claims with evidence, and encourage them to maintain a professional tone in all communication.

Transparent communication. If we ever communicate with you, we will be clear about who has asked us to help and why, our remit, and the solution we are working towards. We will use words like “claims” and “alleges”, to indicate our impartiality, and the fact that our work is provided in good faith, based on facts, and the evidence of service users.

A focus on solutions. We fully acknowledge that honest mistakes happen. This is why we will always seek an outcome that protects the rights of beneficiaries in a constructive, professional manner. We are happy to coach employers and contractors on how to improve their standard of work rights.

Confidentiality. We will not mention your company or individual staff by name, or in any way that could identify you, in any public-facing communication. The only exception is when your involvement in a work rights dispute has already become a matter of public record (for instance, after an Employment Tribunal judgement is published). But remember: beneficiaries (your workers or subcontractors), have a right to contact relevant public bodies to signal a work rights dispute (such as the HMRC, ACAS, or the ICO).

Learn more

Customer care policy

If you feel that we have not met the standards set out in this policy, you can speak to a member of our senior management team to give us your feedback. All feedback received will be investigated and receive a full response.

Confidentiality, Data Protection & Privacy and Conflicts of Interest

All our users have full access to all their information and data that we hold on to. Data and information will be used in line with our Confidentiality and Data Protection policies and Privacy Statement.

We also have in place policies and procedures that enable us to identify and manage conflicts of interests internally and as regards the provision of services.

Making the policy a success

In order to learn and improve our services we want to make the most of feedback.

We will do this by:

- publicising our standards to our users;
- carrying out regular customer monitoring surveys, to measure our impact and the performance of our service;
- introducing internal monitoring to help all our services meet the standards
- supporting and training our team to provide better customer service
- monitoring our complaints to identify where we need to make improvements.

About this policy

Approved on: April 2021 .

Last reviewed: April 2021

Next review: April 2022.