

## Find a Future Customer Service Charter

The purpose of this Customer Service Charter is to set out the standard of service our customers should expect to receive from Find a Future. The Charter sets out clear levels of expectations, to ensure the following:

- A customer-focused service is created and maintained.
- Effective communication exists between the organisation and its customers.
- The level of service delivered meets or exceeds our customers' needs.
- We deliver the required standard of service within a suitable time frame.

### What is Find a Future?

Find a Future is an organisation that brings together the nation's flagship skills and careers experiences: WorldSkills UK Skills Competitions, The Skills Show and The Skills Show Experience. Through hands-on experiential activities and skills competitions we help shape young people's futures and transform their lives.

### Our vision

Every young person knows the career options open to them and has the opportunity to excel in learning.

### Our mission

Find a Future provides young people with opportunities to explore the world of work and inspire them to unlock their potential.

### Our values

The organisational values of Find a Future are:

- Deliver excellence in all that we do.
- Work collaboratively to achieve.
- Place our audiences at the heart of our work.
- Continuous development is how we live.

### Customer commitment

*"The Find a Future team takes pride in its high standards of customer service and always aims to exceed our customers' expectations. We are committed to offering high quality customer care and continuously seek innovative ways to meet the needs of our customers. We consider our customers to be extended members of the Find a Future family and endeavour to seek their advice and suggestions for improvement to the services we offer."*

*This Charter explains what to expect from us, how to provide feedback on our services and how customers can help us to achieve the best service."*

Three key elements underpin our commitment to customer care:

1. Set and monitor service standards.
2. Provide customer service training for Find a Future staff and relevant suppliers.
3. Seek feedback from customers to improve service delivery.

We will uphold our customer commitment by ensuring the following pledge is adhered to. We will:

- engage with and consult customer groups and stakeholders to ensure the service provided is appropriate;
- provide up-to-date information on the full range of Find a Future activities and events; and
- ensure all the suppliers we work with adhere to the standards laid out in this Charter.

## Level of service

Our staff are required to meet the following standards benchmarked against industry standards and customer service practices.

Staff delivery standards:

- We will ensure that our staff are equipped with the necessary business knowledge.
- Staff will be courteous and professional at all times. We will listen to our customers and take all issues seriously.
- We will endeavor to go that extra mile and deliver on our promises.
- We will ensure we recruit staff that are passionate about delivering good customer service.

Written communications:

- All our communications will be open and clear.
- We commit to respond to every email we receive and provide helpful and timely responses.
- Enquiries submitted to the [getintouch@findafuture.org.uk](mailto:getintouch@findafuture.org.uk) mailbox will be responded to within 24 hours – where this is not possible customers will be provided with an expected deadline of response (usually within 72 hours).
- Email correspondence will include full contact details of the person dealing with the enquiry.
- Letters will be responded to within five working days.

Telephone communications:

- All calls will be answered in a polite and friendly manner within three to five rings.
- Our staff will give their name and the organisation name in any telephone communication they have with customers.
- Voicemail messages will be responded to within 24 hours during office opening times.
- Suitable response times will be provided if a customer query cannot be dealt with in the first call.

## Achieving the best service for our customers

To help us to provide customers with a quality service that is tailored to their needs, we ask that they help us to help them by:

- seeking advice from our staff if they are unsure of any of our processes or procedures;
- speaking to us about any particular needs or expectations as early as possible;
- allowing sufficient time to process information that is likely to be required to resolve their request in its entirety;
- providing timely information that is accurate and complete;
- allowing adequate time for us to respond to requests; and
- wherever possible, utilise the online services and information we have available at [www.findafuture.org.uk](http://www.findafuture.org.uk).

## Data protection

Find a Future takes data protection very seriously. In the course of its activities Find a Future collects, stores and uses personal data. Find a Future recognises the need to protect the privacy rights of the individuals whose data we process. Find a Future is responsible for ensuring compliance with the Data Protection Act, Find a Future policy and other relevant legislation. If you have any queries please contact [getintouch@findafuture.org.uk](mailto:getintouch@findafuture.org.uk).

## Feedback

The Find a Future team are committed to providing a high quality service to our customers and are keen to receive any feedback about the service they receive from our staff.

We appreciate that there may be occasions when difficulties arise and customers feel that they have not received the level of service they expected. If our customers are not satisfied with our service, we want to know so that we can try and resolve the issue and prevent it from happening again. Often the issue can be dealt with quickly and easily by contacting the person who has been dealing with your enquiry. If you would prefer not to deal with the member of staff concerned, the issue may be addressed to Philip McCulloch by email at [pmcculloch@findafuture.org.uk](mailto:pmcculloch@findafuture.org.uk) or in writing to the following address:

Philip McCulloch  
Senior Logistics Manager  
Find a Future  
Floor Four  
157-197 Buckingham Palace Road  
London  
SW1W 9SP

We will respond to all feedback immediately, giving a timeframe in which you can expect this to be resolved.

#### **Review of this charter**

Find a Future will endeavour to review this Customer Service Charter periodically to ensure accuracy of information.

#### **Contact**

There are various ways to contact the Find a Future team. For general enquiries, customers should use the following contact details. Office opening times are Monday to Friday 9am – 5pm.

By telephone:  
0800 612 0742

By email: [getintouch@findafuture.org.uk](mailto:getintouch@findafuture.org.uk)  
Website: [www.findafuture.org.uk](http://www.findafuture.org.uk)

By Post:  
Find a Future  
Floor Four  
157-197 Buckingham Palace Road  
London  
SW1W 9SP

#### **Find a Future**

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