

Belfast South

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Head Office

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Portadown

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We are proud to be certified as an
INVESTORS IN PEOPLE Gold
Award company and hold an
award as a **Deloitte Best Managed
Companies Ireland** Winner.



“ *Together...let's
realise your ambition* ”

**CUSTOMER CHARTER**

We are committed to our customers
and we value your feedback



We are training experts who care about your journey with us

PASTORAL CARE

At DFPF Ltd, our commitment to the care, welfare, safety, and learning environment of all clients is paramount. This policy is grounded in the organisation's ethos, emphasising a client-centred approach that aligns with our shared values and beliefs.

Through our **pastoral care policy**, we strive to:

- Foster an atmosphere where clients feel known, safe, valued, respected, and content.
- Uphold the objectives of our organisation, encapsulated in our mission statement 'Together let's realise your ambition'
- Implement our code of practice for behaviour, considering the perspectives of all staff (refer to Vulnerable Policy).
- Maintain the highest standards of teaching and learning.
- Respond with empathy to the concerns, fears, and worries of our clients.
- Cultivate an atmosphere built on trust

GRIEVANCE POLICY

The purpose of this policy is to afford employees or trainees with a grievance the opportunity for a prompt and effective examination. If a grievance is identified, our aim is to resolve it, if possible, at the earliest practical moment and at the first level of management.

We highly value your feedback as we continually strive to enhance the quality of our service. If you have any comments, please don't hesitate to reach out to our General Manager, Bernadette Daly, at 028 90669669 or b.daly@people-1st.co.uk. Rest assured, she will respond to you within two working days.

WE COMMIT TO:

- ✓ Prompt answers to telephone calls, typically within three rings.
- ✓ Responses to telephone requests within one working day.
- ✓ Responses to letter-based requests within three working days.
- ✓ Responses to email requests within three working days.
- ✓ Availability of a staff member during all office hours.
- ✓ Immediate appointment scheduling with a maximum waiting time of five minutes.
- ✓ Confidential matters handled with sensitivity.
- ✓ Dedicated, highly competent, and well-trained staff.
- ✓ Access to well-equipped training rooms with appropriate resources.
- ✓ Tailored programs and packages designed to meet your individual needs.
- ✓ Guidance towards suitable alternatives if the desired course is not offered.
- ✓ Opportunities to provide feedback through surveys, aiding our continuous quality improvements.
- ✓ Courteous, respectful, and professional treatment of all customers and clients.

