

# Customer Charter

Dynamic is passionate about nurturing talent through quality education and enablement within a diverse, inclusive and creative culture, to help realise aspirations and broaden horizons



## Our Guiding Principles

- We act with uncompromising integrity and honesty, valuing customer service and professionalism with high regard
- We operate without discrimination and promote diversity and inclusion.
- We are an open and transparent organisation, promoting transparency across all channels
- We provide impartial information, advice and guidance to support progression
- We are accountable for all that we do, it is what our customers expect and deserve
- We foster partnership working, in order to deliver and develop our services to meet the needs of our customers



## Wellbeing and Safeguarding

- We promote a welcoming and safe environment for all to work and learn in
- We promote British Values
- We ensure all information is securely held and not be passed on without prior consent in line with current Data Protection legislation and good practice
- We ensure all members of staff are trained in Safeguarding and Prevent



## Standards of Service

- We believe in effective and timely communication with all
- We respond to all requests and messages within 72 hours of receipt
- We continually review and improve our communication, service and delivery to provide the highest standard of customer service at all times
- We actively seek and act on feedback and suggestions from staff, partners and learners to enhance our standard of service



## Quality Assurance

- We aim to continuously improve our services to ensure our customers receive the service they deserve
- We ensure every individual receives quality time with their Skills Development Coach
- We keep up to date records of progress and communications to ensure development is on track
- We provide qualified staff and ensure wrap around support is available to every individual
- We respect the diversity of our students and deliver our services with integrity, impartiality and confidentiality
- We provide quality training to ensure a high standard of service and to uphold our reputation

