



**INVESTORS
IN PEOPLE**

IMPROVING BUSINESS PERFORMANCE

**THE INVESTORS IN
PEOPLE CUSTOMER
CHARTER**



THE INVESTORS IN PEOPLE CUSTOMER CHARTER

- 01** | As a valued customer using the Investors in People framework to improve your organisation's performance, you will want to know what support and standards of service you can expect to receive.
- 02** | This Charter describes the range and level of service which you as a customer can expect from any one of our licensed Investors in People Centres around the UK.
- 03** | An Investors in People UK licensed Centre and their registered assessors and advisers are there to help and support you. They aim to improve your organisation throughout your journey with Investors in People, and are committed to building a long-term, mutually productive relationship with you.
- 04** | The Investors in People Centre and their registered assessors and advisers exist to be your first point of contact for Investors in People. They will ensure that the information, advice, support or assessment service it provides is focused around your needs now and in the future. The services delivered by the Centre will reflect the most up to date and authoritative position in relation to the Investors in People framework.
- 05** | The Investors in People Customer Charter is in two parts:
 - a. Information and Advice; and
 - b. Assessment and Recognition;It describes both the preferred customer outcomes, and what the customer can expect from the Investors in People Centre to help achieve that outcome.

INFORMATION ADVICE AND GENERAL SUPPORT FOR THE INVESTORS IN PEOPLE FRAMEWORK

THE CUSTOMER OUTCOME	HOW THE INVESTORS IN PEOPLE CENTRE WILL SUPPORT YOU
<p>Customers make informed decisions about how Investors in People will support and improve their organisation</p>	<p>The Investors in People Centre can provide:</p> <ul style="list-style-type: none"> • Clear, comprehensive and objective information about Investors in People services and products in relation to organisational priorities • Information and practical advice about using the Investors in People framework to achieve performance improvement • Information about the benefits Investors in People can offer to your organisation
<p>Customers engage with and benefit from the expertise of registered Investors in People advisers and assessors</p>	<p>The Investors in People Centre only use registered Investors in People advisers and assessors so you have:</p> <ul style="list-style-type: none"> • Access to a nationally-approved source of Investors in People expertise, capable of linking your organisation's needs to aspects of the Investors in People framework • Help and advice on how to select and work with an appropriate Investors in People adviser and assessor • The ability, if you wish, to have a support package at an agreed cost and subject to an agreed service delivery plan tailored and focused around your specific needs • The capability to improve your own understanding of the Investors in People framework
<p>Customers needs are met through a range of support and development services</p>	<p>The Investors in People Centre offer a variety of support to meet the unique needs of customers, such as:</p> <ul style="list-style-type: none"> • Provision of a variety of support solutions designed to meet the varied needs of customers within the area • Clear information about what is available to help you select the most appropriate solution for your organisational priorities • A responsive approach to meet the changing needs of customers • Opportunity to learn from others by putting you in touch with Investors in People Champions and Ambassadors – organisations and individuals with inspiring experiences to share • Access to complementary support via on-line, surveys, diagnostics, IIP Interactive, publications and case studies • Cost-effective, easily accessible workshops on a range of topics, in most cases, the opportunity to book on-line • The opportunity for courses, workshops and other development activity to be delivered in-house • All courses, workshops and other development activity delivered by qualified and experienced trainers and facilitators
<p>Customers are informed and actively engaged with Investors in People at all stages of their journey</p>	<p>The Investors in People Centre and their advisers and assessors will keep in touch with you through:</p> <ul style="list-style-type: none"> • Regular contact either by e-mail, telephone or in person according to the need • Responsive, qualified employees who can deal with your queries and concerns throughout your relationship with the Investors in People Centre • Providing regular and up to date information about developments with Investors in People • An active relationship that continues after your assessment to ensure Investors in People remains at the heart of your organisation • Targeted offers of support based on your unique priorities

ASSESSMENT AGAINST THE INVESTORS IN PEOPLE FRAMEWORK

THE CUSTOMER OUTCOME	HOW THE INVESTORS IN PEOPLE CENTRE WILL SUPPORT YOU
<p>Customers unique needs become the focus of their Investors in People assessment</p>	<p>The Investors in People Centre will manage your assessment service for you, including:</p> <ul style="list-style-type: none"> • The allocation of a qualified , independent assessor suited to your organisational priorities • Agreeing your requirements for the assessment in advance and working with your senior management team where possible to identify the priorities that will provide a focus for the assessment • In conjunction with the assessor provide clear information and explanation of what is involved including assessment options, costs and timescales • A customised and clearly-costed assessment plan, agreed with your assessor in advance, based around your organisational objectives for the assessment, and sent to you prior to the assessment for agreement • A flexible approach from your assessor to minimise disruption to your organisation and your people • Providing quality assurance of the assessment and communication to you throughout • Collection of client feedback to ensure your expectations have been met • Rapid resolution of any complaints, concerns or problems you may have • A commitment to continuous improvement of the service provided
<p>Customers continuously improve and develop based on the valuable feedback given post assessment</p>	<p>The Investors in People Centre and their assessors can provide you with valuable feedback, such as:</p> <ul style="list-style-type: none"> • Feedback from the assessment to help you plan for future improvement, including good practice for you to consider • Feedback will be both verbal and written, with a report prepared specifically for your organisation, tailored to agreed requirements and presented within an agreed timescale • A feedback meeting with your assessor to support you in compiling a continuous improvement plan
<p>Customers image is enhanced as a result of being recognised as an Investor in People</p>	<p>The Investors in People Centre and their assessors will help you to continuously improve:</p> <ul style="list-style-type: none"> • Communicate the recognition decision for first time assessments in a specified and agreed timescale • Celebrate your progress through the framework and encourage your continuous improvement • Encourage your organisation to celebrate achievement beyond The Investors in People Standard itself by communicating the additional recognition options • Highlight the ability to compare organisational progress with other recognised organisations (available by Nov 09)
<p>Customers have the opportunity to celebrate and share their success and network with other like-minded organisations</p>	<p>The Investors in People Centre will help you celebrate your success by:</p> <ul style="list-style-type: none"> • Providing opportunities to network with other organisations. These could include networking events, workshops, and newsletters as well as involving you in case studies and other areas of good practice sharing with your agreement • Encourage your organisation to obtain the highest recognition status available and where appropriate to apply for Investors in People Champion status
<p>Customers have access to continued advice and support to help them to improve, using Investors in People to fulfil your ambitions as an organisation</p>	<p>The Investors in People Centre will maintain a strong relationship with you the customer, by offering:</p> <ul style="list-style-type: none"> • A value adding advice and support service to ensure you are always up to date with developments to Investors in People framework. This may also include a personal contact, provision of workshops, seminars or other activities to meet your needs • Information, and support after your assessment to help you to build on the findings and use the recommendations for continuous improvement. • Assistance in gaining the most from your engagement with Investors in People, to meet your future needs and maximise the return on your investment • Reviews against the Investors in People framework whenever you require them. Annual reviews are recommended and the minimum is a review once every 3 years