

GLE oneLondon Customer Standards

Thank you for choosing to work with *oneLondon* Business Advice Service to assist you with the development of your business. We are an equal opportunities and Customer First recognised Enterprise Agency.

We aim to meet your requirements and welcome any feedback you may have regarding the service you receive. Should you at anytime feel unhappy with the service, please contact Lavinia Black, Administration Manager for the enterprise service on 020-7940-1534, who will be happy to investigate the matter in the strictest confidence.

We may at certain times during your service with *oneLondon* refer you to other outside agencies for specialist help. However, should they not form part of our approved list then we cannot accept liability for the quality of service that you may receive. If you are unhappy with their service, speak with your advisor, or also Lavinia Black, who will investigate the matter for you and look to resolve any difficulties.

This document has been designed to give you guidance on what you can expect from *oneLondon*. However, should you need further information, or are unsure of how your service is progressing, please discuss this with your advisor as quickly as possible.

The offices of *onelondon* are open between the hours of 9.30am – 1pm and 2pm - 5.30pm. Should you wish to leave a message on the answer machine outside of these hours, a representative of *oneLondon* will contact you.

oneLondon aims to meet the following standards. Should we be unable to meet them then a full explanation will be made available.

- Follow up communication will be made within 24hrs. This may be done via email, post or telephone. Please note that mail is sent out by 2nd class post and may take a further 2 days to reach you.
- Face-to-Face interviews where appropriate will be arranged with an advisor within three working days of your enquiry. The name of the advisor and the location of the meeting will be confirmed to you in writing.
- Details of any costs for the service you are entering into will be clearly explained and you will be asked to sign a document agreeing to the service.
- A briefing document about the service you are entering into will be made available to you, clearly explaining the procedures.

- We will provide you with a receipt for monies contributed to any service up to £50 and an invoice for any payments due in excess of this amount.

We do ask that our clients work with us to provide a good service and the following standards are expected of our clients:-

- You are asked to be prompt to meetings and seminars. If you are going to be late please telephone your advisor or reception to confirm that your appointment can still be kept. We cannot guarantee to see you as this may cause other clients disruptions.
- You are asked to follow our Health and Safety Policy. We do not permit smoking in any of our offices. In the event of a fire, please listen to your advisor who has been trained to ensure your safety. We ask that you follow the fire procedure. We have First Aid officers appointed in each office and in the event of an accident please alert an advisor immediately.
- We do not tolerate abuse of any kind and, in the event of such an incident, you will be asked to leave the premises. In these circumstances, any further assistance provided will be at the discretion of the Senior Business Advisor.
- Whilst we endeavor for you to meet with the same advisor throughout the service delivery, this may be altered by either party at any time.
- Please note that any member of staff will have access to the information that you provide at any time. Additionally, for audit purposes, it may be necessary for other parties to view your information, subject to confidentiality being observed.