

LOCAL EMPLOYMENT SERVICES NETWORK
CLIENT CHARTER

Mission Statement

The primary aim of the Finglas Cabra Partnership L.E.S.N. plan is to improve the prospects of the long-term unemployed and those most distanced from the labour market. To help you access suitable gainful employment, self-employment through education and training, work experience, job placement, enterprise and the social economy.

How we aim to work with you:

We offer:

- An individual and tailor made service.
- Ongoing support and information.
- A confidential service.
- Promptness of service.
- To make appropriate referrals on your behalf.

What our service offers:

- Confidentiality/ Privacy.
- Respect for your needs and wishes.
- Equality.
- Health and Safety.
- Accessibility.

Tell us what you think:

We welcome your feedback and comments.

We have a customer complaint form and a client feedback form – please feel free to fill in either of these.

- We guarantee that your complaint will not affect how we treat you in the future.
- We are committed to promoting and developing our Feedback and Complaint system.
- We will answer any complaint within 7 working days
- We will ensure our forms and leaflets are simple and easy to understand.

Signed: _____

LESN Co-ordinator

J Drive; LESN; LESN Policy Documents	Date Created January 2006	Review By: LESN Co-ordinator	Review Date: January 2009
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