

The logo for Pinnacle People, featuring a white triangle pointing right, set against a background of overlapping green and yellow geometric shapes.

**Pinnacle
People**



Customer Information Handbook

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Introduction

Welcome to Pinnacle People, we're delighted to have the opportunity to work with you. We believe we can work together to identify the right tailored package of support and activities that will help you find and keep the right job.

Our service wouldn't be successful without the right people. We've invested in recruiting industry professionals from Recruitment, Human Resources and Coaching to work with you to put together the right plan and actions to help you search for, secure and stay in work. They have the knowledge and expertise to inform, advise and guide you at each step of the way.

In your first introductory session they will tell you about how we deliver our support, the range of products and services we have on offer and our commitment to you.

They will also induct you onto our provision and walk through the information within this booklet in greater detail and be available for any questions you have throughout our period of support.

Pinnacle People

Our Commitment to You

You can expect us to:

- Provide a service that is engaging, positive and welcoming
- Work with you in a professional manner treating you with respect
- Help you identify the right package of support and activities for you to achieve your goals and to get you back to work
- Help you develop and update your personal plan of action
- Meet with you as regular as you need with regular keeping in touch calls, text & emails in between
- Be proactive in helping you search for work
- Discuss your progress towards your goals, offering advice, guidance & encouragement at every meeting
- Provide a safe and healthy environment
- Demonstrate a zero tolerance approach towards inappropriate language & behaviour, misuse of computer equipment including viewing of improper content and bullying and harassment.

Our Expectations of You

We expect you to:

- Be committed to finding and keeping work
- Be honest with us – tell us what we don't know but need to know in order to help you
- Treat our staff and your fellow Customers with respect and dignity
- Complete the activities you've agreed in your action plan
- Keep appointments with us along with any at Jobcentre Plus
- Be respectful of the environments in which we work and the people in them
- Conduct yourself in line with our zero tolerance approach of the above inappropriate actions
- Take ownership of your actions and responsibilities

Health and Safety

We will make sure that you are able to take part in our provision in a safe, healthy and supportive environment.

We will:

- Advise you who the First Aider is, the evacuation procedures and the signing in/out arrangements for any of the premises you attend
- Inform you how to report any part of our programme delivery to a member of staff if you think it may cause harm or put you or another in danger
- Expect you to take responsibility for ensuring the health & safety of yourself and others by reporting potentially dangerous situations or hazards

A full copy of our Health & Safety Policy will usually be displayed at our fixed premises but you can also ask for a copy.

Equality and Diversity

Equality means that although everyone is different, they should be treated with an equal level of respect and have equal access to support and services.

Diversity means valuing and celebrating the differences in people, no matter what their sex, colour, race, disability, age, religion or other differences.

We want everyone receiving our support to feel safe, treated equally and with respect so you can expect us to:

- Challenge and remove harassment, bullying, victimisation and discrimination
- Actively promote equal opportunities for all

Should you feel that you are being discriminated against, you should notify us using the Complaints process detailed next. We commit to treating your concerns seriously and with utmost confidentiality.

Customer Complaints

We very much want your experience of our service to be a good one and all of our people will do their very best to make you feel comfortable and supported.

We treat all complaints very seriously and as a customer you have the right to complain if you feel or believe you have not received the level of service we have agreed, have been treated unfairly or unequally.

You can make your complaint in a number of ways:

- Telephone Call
- Electronic notification i.e. email
- Letter notification

You should make your complaint to:

- Pinnacle People,
Complaints Manager,
21a East Street,
Bromley, BR1 1QE
- Tel: 0800 088 4000
- Email: customer.service@pinnaclepeople.co.uk

Fast resolution

We will aim to resolve your complaint within two working days from receiving the complaint:

- If the solution offered by the complaint owner meets with the satisfaction of the complainant and a verbal acceptance of the solution is received from the complainant the issue can be quickly resolved.
- The Complaint Owner confirms in writing to the Complainant the agreed solution.

If your complaint cannot be resolved quickly and/or the solution offered to the complainant is deemed unsatisfactory or further investigation is required, we will extend the time to investigate the complaint. The complaint owner will undertake a thorough investigation, considering all the points raised in the complaint to prepare a response.

Complaint acknowledgement

If the complaint cannot be resolved within two working days and requires further investigation, an acknowledgement will be despatched to the complainant by the complaint owner.

Extended Complaint Resolution

We will write to you with the outcome of our findings and our proposed solution to satisfy the complaint within 5 working days from our acknowledgement.

If the solution offered by the complaint owner meets with the satisfaction of the complainant. The Complaint Owner confirms in writing the acceptance of the Complainant to the agreed solution.

If you remain unsatisfied with the proposed solution and related actions, you should inform the complaint owner of the reason for your dissatisfaction within 2 working days.

Escalated Complaint Action

On receipt of this the Complaint Owner will escalate your complaint to the next level of line management and/or Prime as appropriate for review. A senior manager will review your complaint, review the information established from the investigations and the resolution offered. They will write to you within 5 working days with the outcome of their review and findings. As part of this review the senior manager has the authority and discretion to recommend that necessary changes be made to our internal processes and procedures.

Post Escalated Complaint Action

If, after the Escalated Complaint Action, you remain unhappy with our final response, you should take your case directly to the DWP Independent Case Examiner (ICE) who will carry out an independent investigation of the complaint.

ICE can be contacted by:

- Tel (local call rate): 0345 606 0777
- Web: www.ind-case-exam.org.uk
- Email: ice@dwp.gsi.gov.uk
- Writing to:
The Independent Case Examiner
PO Box 209
Bootle
L20 7WA

Protecting your personal information

We are committed to protecting your personal data. We will make sure personal or sensitive information we hold about you whilst you are on our provision is:

- Kept safe and stored securely
- Not disclosed to anyone unauthorised to see it
- Not included with identifiable personal data in an email or attachment
- Transported securely when required

Subject Access Requests

Under the Data Protection Act any individual is allowed to request the personal data we hold about them, this is known as a Subject Access Request.

Making a Subject Access Request

Subject Access Requests have to be in writing. Each request must have:

- Identifying details of the data subject
- The signature of the data subject
- A photocopy of the data subjects identification
- A clear indication of the information they are requesting

Please make your Subject Access Request to:

- Pinnacle People,
Data Security Officer,
21a East Street,
Bromley, BR1 1QE
- Tel: 0800 088 4000
- Email: customer.service@pinnaclepeople.co.uk

Making a Subject Access Request

We will deal with any Subject Access Request as quickly as possible. Under the Data Protection Act this request must be replied to in 40 days from receipt of the request. In cases where more information is required from the data subject, the 40 day 'countdown' stops when waiting for information from the applicant.

Safeguarding

Everyone has the right to feel safe from all forms of abuse and harassment including physical, sexual, psychological, discriminatory, financial and neglect.

All staff have been vetted and approved to provide our range of services to you. They understand their responsibilities to provide an environment where you can report attitudes and behaviours that you do not agree with. If you want to find out more about our Safeguarding procedures, talk to a member of staff or alternatively contact us via:

- Tel: 0800 088 4000
- Email: customer.service@pinnaclepeople.co.uk

Any feedback will be treated seriously with utmost confidentiality.

Financial Support: Payments or Benefits in Kind

Whilst you are on our provision, you may be entitled to receive financial support with expenses such as travel, childcare, interview clothing. At our first meeting with you we will explain how we approach entitlement and the part you play in helping us ensure you receive the right level of financial support and providing evidence.

Our aim is of course to help you progress into work. At that point we may support you with things such as bus or train fares, special clothing or equipment that you need to carry out your employment. At this point these could be deemed as 'payments or benefits in kind' because we or our partners have supported you financially whilst in work.

If you do receive any Payment or Benefits in Kind it is your responsibility to find out how they affect your tax and national insurance liabilities and take necessary action by getting in touch with HM Revenue & Customs (HMRC).

HMRC can be contacted on 0300 200 3300. Monday to Saturday 8.00am to 10.00pm, Sunday 9.00am to 10.00pm.

- **Registered Office**
Pinnacle People
6 St Andrew Street
London
EC4A 3AE
- **Telephone**
0800 088 4000
- **Email**
contact@pinnaclepeople.co.uk
- **Web**
www.pinnaclepeople.co.uk



European Union

European
Social Fund

Pinnacle People

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Part of
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