

Statement of Service Standards

Diversity

At Your Great Workplace Limited, we value the rich diversity of modern culture. We will not work with any organisation that supports discrimination against individuals on the basis of ethnic or racial origin, gender, personal status, disability, religious belief, age or sexual orientation, nor will we so discriminate ourselves.

Contracting and Confidentiality

Each service offered by Your Great Workplace Ltd. is tailored to each individual organisation and client. All coaching is conducted within our Code of Professional Conduct.

At the beginning of any assignment, a clear contract is established with the organisation, either directly with an individual client or with a sponsor or manager on behalf of the client.

In coaching assignments, the boundaries of confidentiality are also established at this point. Sponsors reasonably expect feedback on progress, and such feedback will be given by Your Great Workplace Ltd. only within the parameters of any written criteria agreed and understood by all parties.

The content of coaching sessions is confidential to the coaching client. It is recommended that the sponsor also seeks feedback from the individual client directly.

Your Great Workplace Ltd. reserves the right to report back to the sponsor if a client's low commitment is inhibiting the effectiveness of a coaching programme. This will happen only as a last resort, and only if discussion with the individual client fails to resolve the issue.

Feedback and evaluation in coaching

Formal feedback and evaluation will be sought and carried out at appropriate agreed intervals, and to agreed criteria.

Handling of issues

Any complaints or issues which arise during any contract should be raised with Ann Lewis immediately. Complaints will be handled as a matter of priority, and a swift resolution will be sought.

Associates

Your Great Workplace Ltd works from time to time with trusted associates who can add value to what we offer ourselves. This provides flexibility in meeting client needs. All associates work with Your Great Workplace Ltd on an assumption of a shared commitment to quality, integrity, confidentiality, competence and excellent service.