

Our Service

Acumen Development Trust is committed to providing its clients with high quality learning, information, advice and guidance. We offer a range of services to help and support you in your progression towards entering learning, training, volunteering, employment or self employment.

We will ensure that:

- Our services are open to all and our promotional materials will be made available in different formats according to your needs
- You have access to our services within your local community where you can be signposted or referred to the services that meet your needs
- Staff have the skills and knowledge to meet your needs
- You will receive impartial advice which gives you information to help you make real choices
- Our service is confidential and you can have access to a private interview room when required
- We will continue to offer you support when referred onto other services
- We will give you the opportunity to comment on the services and we will inform you when our services are changed as a result of your suggestions

What we expect in return:

- If there are any changes in your personal circumstances (e.g. moving house, new telephone number) you will notify us as soon as possible
- That you will attend all appointments as arranged or will let us know if you can not
- You will not attend appointments under the influence of drugs or alcohol as your adviser may not be able to see you if you do so
- That your behaviour will not cause offence to your adviser or any other people present during your time with Acumen
- You understand and accept any decisions that are made regarding your individual needs and requests for funding

We welcome compliments, comments and complaints about our services. Please fill in our customer feedback form which is available from your adviser