

বাংলাদেশ ইয়ুথ এন্ড



কালচার্যাল শমিতি

Bangladesh Youth and Cultural Shomiti

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BANGLADESH YOUTH AND CULTURAL SHOMITI

INFORMATION, ADVICE AND GUIDANCE (IAG) OFFER

Our IAG offer sets out the level of service which our customers are entitled to expect when attending a session and indicates how you can help us to help you.

Our customers are important to us and can expect:

- To be told about other services as needed
- Knowledgeable staff to help you to progress into learning and work
- To be treated fairly and equally based on your individual needs
- Accurate and up to date information to support you into jobs and learning
- To be encouraged to give feedback on the service you have received
- A response to your enquiries within 3 working days
- To be involved in developing future services
- An agreed action plan which clearly sets your next steps
- To have any complaint acknowledged within three working days
- To be given advice on how to keep yourself safe and mentally healthy

In return we will need you to:

- Join the session punctually and dress appropriately
- Please be respectful to the opinions and beliefs of others
- Be somewhere with minimal distractions
- Turn your mobile phone to silent or vibrate.
- If you are attending an online session:
 - Please ensure that you have a good internet connection and are able to join the session for the specified time. Where possible limit any other internet activity in your home such as live streaming of videos, games or other media to allow better connectivity throughout the session
 - Please keep your microphone muted, if you need to ask a question, there is a little hand icon on your task bar to let the adviser know you want to speak. You can also type in messages to the adviser
 - If you have children at home, for safeguarding purposes they must not be seen by other participants.



INVESTORS IN PEOPLE

