

## How to comment

We want you to be involved in the planning of our service and we will listen to your views. We welcome your comments and suggestions about our service. There are comments cards at all of our offices and we will respond to comments and complaints within 5 working days. You may have a copy of our Charter of Values, Equal Opportunities or Complaints policies and procedures. Just ask a member of staff.

## Confidentiality

You have the right to see information that we hold about you. Please ask a member of staff for more information.

We respect your privacy and do not give out information about you unless you agree. However, the Data Protection Act allows us to share information if someone else maybe at risk.

## Contact us

To find out more information about Springboard or to make an appointment, with one of our Project Workers, to find out how we can support you, please contact us at:-

Mill 1  
4th Floor  
Mabgate Mills  
Mabgate  
Leeds  
LS9 7DZ

Tel: 0113 2456464  
Fax: 0113 2457474



## What is Springboard?

A programme operating from Leeds and Wakefield designed to help participants who are unemployed and claiming benefits obtain work experience. Springboard will also help you to achieve the social and life skills needed to secure permanent employment.

## Areas we can help you with...

Gaining work experience with reputable local employers

Compiling a CV

Improving your interview skills

Completing application forms

Performing intensive job searches

Improving your communication skills

## Other areas we can support you with...

Gaining employment related qualifications

Improving your Literacy and Numeracy with support and tuition

Making employment relationships that work

Listening skills

Time Management

Body Language

## What we can expect from each other...

Springboard expects you to attend any appointments that you have arranged with us or appointments that we make

for you with other people, within the 13 weeks of the programme.

Springboard believes that everyone has an equal right to access opportunities.

All Springboard staff work hard to give you the best possible standard of service at all times.

## Other needs?

We can help participants with other needs. We supply information in other formats and other languages on request. We try to provide this information within 3 working days but if we can't we will let you know about our progress.

