

## SERVICE USERS QUALITY STATEMENT

**Introduction:** This is the Quality Statement of the Ballymun Job Centre Co-operative Limited (BJC). The provision of a quality service is a central value and objective of the Board and staff of the BJC. The BJC works continually to ensure that all our services reflect the core value of quality.

**Purpose:** To outline the quality standard that the organisation sets for itself  
To inform service users of the standard of quality that they should expect from the organisation  
To inform staff of the quality standards that they should seek to meet

**Core elements of BJC quality service:** The BJC believes that a quality service means the following: Person centred, listening and empathy, continued improvement, highly skills staff, recognise diversity and have a positive regard and networking

### Our Quality Standards

- The BJC will treat all service users with courtesy and respect
- The staff of the BJC will conduct themselves in line with the BJC Code of Ethics (copy available from Assistant Manager)
- The BJC will use fair, open and unbiased decision making processes
- Be responsive to diverse cultural, social and physical needs of service users and provide information in appropriate ways.

### Timeliness

- Service users will have their enquiry or query treated with importance and to be responded to as soon as possible
- The BJC will deal with complaints about the service fairly, promptly and without retribution

### Informative

- The BJC will provide information in a manner that respects the individual service user's needs and goals.
- The BJC will make every effort to inform service users of their rights, responsibilities and entitlements
- The BJC will offer a free, friendly and confidential service
- The BJC will consult with service users to provide a responsive and informed service and where necessary to take into account service users views when planning, managing and evaluating service provision
- The BJC will keep all information up to date, will only use information in accordance with the terms of our registration with the Data Commissioner
- The BJC will disclose information to a third party only when a) the BJC receive consent to the disclosure for example when the registration form is signed or b) the disclosure is permitted by law

Michael Creedon  
Manager