

Your Local Employment Planning Council

The Elgin Middlesex Oxford Workforce Planning and Development Board (EMOWPDB) will be the acknowledged provider of local workforce information and champion of workforce development initiatives unique to the London Economic Region.

CUSTOMER SERVICE CHARTER

The Elgin Middlesex Oxford Workforce Planning and Development Board customer service charter sets out our commitment to provide the best in customer service.

Customer Service Principles

RESPONSIVENESS

The EMOWPDB encourages feedback and will respond promptly to enquiries through the most appropriate communication mode; phone, email or website.

We aim to respond to phone enquiries and emails within one working day and mail correspondence within 48 hrs.

We will provide accurate and up to date information in a timely fashion as available, adhering to our responsive timelines.

PROVIDING QUALITY SERVICE

The EMOWPDB aims to tailor responses to requests.

The EMOWPDB aims to provide linkages and referral to other community services and provide information relevant to requests received.

CONFIDENTIALITY

The EMOWPDB has systems in place to ensure the protection of confidential information.

We handle all your information in accordance with current privacy laws.

TRANSPARENCY

We are open and transparent about our processes.

The EMOWPDB aims to provide consistent and clear information across our communication channels.

Our staff must disclose conflicts of interest.

ENDS STATEMENT

“Stakeholders are provided with quality labour market information and can make decisions which result in a thriving, viable economy.”

PROFESSIONALISM

Business dealings will be conducted with integrity and honesty.

Every person is treated equally.

We respect diversity and inclusion.

We demand a safe work environment for staff and guests free of harassment.

We value a barrier free and full accessible workplace.



Elgin Middlesex Oxford Workforce
Planning and Development Board

Commission de planification et
développement de la main d'œuvre
d'Elgin, Middlesex et Oxford