

FUTURE HORIZONSTM

A BRIGHT START IN CIVILIAN LIFE

Working in conjunction with:



career
transition
partnership



Right
Management

The Ministry of Defence
working with
Right Management

Our Customer Service Charter



The RFEA are a registered charity that for over 127 years has helped service personnel into employment, both when leaving the

services and at any stage thereafter in their working lives. We have been working with Early Service Leavers (ESLs) for some time and now and offer the Future Horizons ProgrammeTM to all ESLs to assist in their transition back into civilian life. Whilst we can't guarantee to find you employment, we will guarantee that all our experiences, connections with employers and training providers and specialist knowledge will be available to you.

The Programme's strength lies in the integration of COBSEO consortium members which encompasses market leaders from the commercial, public and wider third sector organisations, with a proven ability to deliver for young people who are vulnerable or within the welfare to work sector.

Future Horizons Programme aims

- To support all ESLs in the career planning process by providing advice, and guidance, which enables them to develop their capabilities to determine and execute immediate and later career decisions
- To provide up-to-date and accessible information on employment, further training and wider opportunities
- To maintain and develop links with partners, employers and other relevant agencies regionally and nationally
- To diligently and in a timely fashion, connect clients to other reliable partner agencies when required
- To constantly evolve our service in order to match your needs and to assist you to achieve your employment goals.

We are a service that

- Is courteous and professional at all times
- Is consistent in our responses and the information we provide
- Listens to our clients and other agencies responding to suggestions from them to improve our service
- Apologises when appropriate and is not afraid to acknowledge when we have made mistakes
- Responds to every email we receive, and provides helpful and timely responses
- Goes the extra mile – always asking "what else can we do?" and "how can we do more for you?"
- Has integrity and delivers on its promises.

What you can expect from us

Everyone can expect:

- Courteous, professional and enthusiastic staff who will greet you in a friendly way and identify themselves by first name
- An identified Specialist Personal Employment Consultant, with the knowledge, authority and responsibility to deal with your enquiries or to be able to connect you up to someone who can.
- Total confidentiality and respect for your privacy
- All emails, texts and phone calls will receive a prompt response in line with our standards below.

How can you help us

Everyone can help us by:

- Asking us first if you have any questions, don't assume your problem can't be solved
- Telling us as soon as possible of any problems or potential problems
- Treating our staff courteously, keeping in touch and responding to requests for information
- Providing feedback to enable us to improve our service.

Complaints & Disclosure of Information

Complaints or requests for disclosure of personal information held by us can be made by e mail to: dbickerstaffe@futurehorizons.uk.com or adminrfea@ctp.org.uk or by telephoning our head office on **08458737165** or by visiting www.rfea.org.uk

For further information about the programme please visit www.ctp.org.uk/futurehorizons



Our Standard Response Times

Activity: Respond to your telephone call

Turnaround: Individual Specialist Employment Consultants work Monday – Friday 09.00 – 17.00 and will respond to your telephone call /message within a maximum of one working day (may be slightly longer during weekends and bank holidays).

Activity: Respond to a complaint

Turnaround: We will acknowledge the receipt of your complaint with 5 days, contact you to discuss this and if necessary, provide you with a written formal response within 21 days, if required.

Activity: Requests for disclosure of information

Turnaround: We will acknowledge your request, contact you to discuss what information you would like to have access to and aim to get this to you within 20 working days. Some requests may be subject to exemption under the Disclosure Of Information Act 2000.

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Mission Statement

"Our mission is to deliver an effective and responsive job-finding / education & training service to all ex-service personnel who are discharged as Early Service Leavers, through the provision of quality employment guidance, links to education and training opportunities and other supportive information."