

Equal Opportunities Client's Charter



At ThinkingSpot Coaching Ltd, we are committed to creating a diverse, equitable and inclusive environment for all. We value and respect individuals from all backgrounds and identities. We empower clients to reach their full potential both personally and professionally, regardless of their background. We actively challenge biases and strive to provide a safe and inclusive space for open dialogue. We are dedicated to continuous improvement and learning in our practices. We welcome any feedback from our clients that enable us to work towards an even more inclusive experience.

We value and respect the inherent worth and dignity of every individual. We are committed to treating all clients with fairness, respect and empathy, creating an environment that is free from discrimination, harassment and prejudice.

ThinkingSpot Coaching Ltd is committed to ensuring that the admissions process will be open and transparent, and that no individual or group receives less favourable treatment by virtue of age, disability, economic status, faith, gender, marital status, sexuality, race, colour, nationality or ethnicity.

The following Client Charter has been drawn up stating the standards of service you can expect to receive as a client of ThinkingSpot Coaching Ltd.

Using ThinkingSpot Coaching Ltd you can expect...

- to receive a highly quality learning experience.
- to be given equal opportunities and treated fairly.
- to be treated with courtesy.
- to have access to advice, guidance and support to ensure your choices are informed ones and that your learning needs are met.
- to learn in a healthy and safe environment.
- to be provided with timely and appropriate information on your progress.
- to have staff listen to any issues, suggestions or concerns you may have, and to respond in a relevant manner.

In turn as a client of ThinkingSpot Coaching we would like you to:

- be fully committed to your course.
- treat our staff with courtesy.
- provide us with appropriate information to help us meet your learning and assessment needs.
- ensure that your behaviour contributes to a healthy and safe environment.
- abide by any rules specifically relating to online assessment.
- communicate issues, suggestions or concerns using the procedures outlined in the course you take.

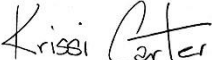
If for any reason you wish to make a formal complaint, then please access our formal complaints procedure on the website or email hello@thinkingspotcoaching.co.uk .

This policy has been approved & authorised by:

Name: Krissi Carter

Position: Founder Director

Date: January 2024

Signature: 

Date of Next Review: January 2025