



## **SUGGESTIONS, COMMENTS and COMPLIMENTS**

We welcome these and want to use them to improve our service to you. You will be sent an evaluation form after your interview.

If you wish to make additional comments you could

- Speak to any member of staff and inform them of your views or ideas
- Put your views and ideas in writing or email them to the Director

## **WHAT DOES THE CENTRE DO WITH COMPLAINTS, COMPLIMENTS AND FEEDBACK?**

These will be reviewed and evaluated by the Director at meetings, and appropriate action will be taken.

## **CONFIDENTIALITY**

Career Paths Ltd will use and maintain information in accordance with the Data Protection Act 1998. The Company is registered with the Data Protection Register- registration number, PZ9123810. Staff will not release personal information about clients without their permission.

The Adviser will not be maintaining any client files apart from keeping a copy of any Action plans that are agreed with the client, and which will be sent to the client, and a copy of the booking form that is completed by the client. However, clients are entitled to request to see copies of all information that is kept about them.

### **Limitations of confidentiality Policy**

Career Paths will need to disclose information if:  
We believe you or someone else is at risk,  
You disclose you have or are about to