

# Our commitment to you, our customers



The National Adult Literacy (NALA) is an independent membership organisation committed to making sure people with literacy and numeracy difficulties can fully take part in society and have access to learning opportunities that meet their needs. The Agency has been a leading campaigning and lobbying force since it was set up in 1980.

## Our values and vision

We are guided in all our work by the principle of equality.

We want to be an organisation that:

- is valued by students, policy makers and providers as an independent expert resource,
- plays a leading role in adult literacy and numeracy, nationally and internationally, and
- is recognised as being central to improving how the needs of people with literacy difficulties are met.

## Our customers

We have a broad range of customers. Customers to us are people or organisations who are affected by our work (for example policy makers, clients of our services, members, adult literacy students, potential students, tutors, key VEC personnel) and people who have an interest in our work (such as students, the public, funders and so on).

## Our six standards of customer service

The standards presented below are our written commitment to you, our customers. We will do our best to meet these standards within the skills, resources and experience available to us.

### Service

We will work to support and enhance the range and quality of the adult literacy service.

### Your opinions

We will work to listen seriously to your opinions and suggestions and reply or act in a fair manner.

### Communications

We will work to give you timely, relevant, clear information and make opportunities to listen so that our dealings with each other are positive.

### Equality and respect

We will work to understand your different needs and meet them in a respectful, honest and friendly way.

### Accessibility

We will work to help the people covered by equality legislation to access us and our services.

### Health and safety

We will work to provide public offices and venues that comply with occupational health, safety and welfare standards.