

National Careers Service Customer Charter

The National Careers Service is a free, impartial, and high-quality professional careers advice and guidance service for all adults and young people (over 13 years) living in England.

We are committed to helping people realise their potential with their career and to help you make decisions on work, training and learning at all stages of your working life.

This Customer Charter sets out what you should expect from the National Careers Service. It will help you decide whether you have received a good service.

We will:



Tell you all about the National Careers Service



Ask if you would like any adjustments to our services



Tell you about the different options including apprenticeships



Help you write a plan of what to do next



Keep your records safe and secure



Ask for your consent to share any of your information



Keep in touch to see how you are getting on



Offer an appointment at a time and place that suits you



Ensure you receive a professional careers guidance service



Tell you about other people who can help you



Ask you if you are satisfied and happy with our service



Tell you how you can make a complaint



Say sorry if your appointment is cancelled or we are late



Respond to your enquiries within 3 working days

You can contact us in the following ways:

Online: <https://nationalcareers.service.gov.uk>

Telephone: 0800 100 900 (Mon-Fri: 08:00 to 20:00. Saturday: 10:00-17:00)