



ACCESS TO WORK HOLISTIC ASSESSMENTS WELCOME PACK

maximus


In
partnership
with
Department
for Work &
Pensions

Welcome

"We believe that everyone has the skills and abilities to work, and that having a job is a big part of a healthy and happy life."



The **Access to Work Holistic Assessments team** are here to make sure you have the right assessment type for your needs. Our skilled team of assessors have a sound understanding of the disability issues you might experience and are here to help you to access appropriate support.

A Holistic Assessment considers all aspects of your disability and the barriers impacting you at work. We'll work with your Case Manager to help you overcome these barriers by providing solutions matched to your needs.

We will:

- Make sure you have the right assessment type booked for your needs, as advised by your Case Manager
- Arrange a suitable time with yourself for your assessment to take place
- Complete a detailed needs assessment exploring all relevant factors that may impact on your workplace barriers
- Provide feedback and recommendations to your Case Manager within 2 weeks.

We look forward to helping you.

Gareth Parry

Programme Director

A stylized, handwritten signature in black ink, consisting of a series of loops and a long horizontal stroke extending to the right.

Your safety

Protecting your privacy

Protecting your personal information is very important to us. We keep, use, and share your information with relevant organisations, in line with Data Protection Legislation and the Department for Work and Pensions privacy policy.

Your information is kept secure, and only authorised personnel will be able to access it.

Safeguarding

We will provide a safe and secure environment for you. If you are worried about safety, please speak to one of our team. They will make sure you get the right advice, guidance, and support.

Diversity, equality, and inclusion

We provide equality of opportunity for all. This covers age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (gender) and sexual orientation, as directed by the Equality Act 2010.

Fair treatment statement

We will not accept any discrimination, harassment or bullying behaviours.

Your feedback

We're always keen to know what you think about our service. Every month, we'll contact you for a survey so you can tell us what you like about the service.

We gather this feedback from all our customers and share with Access to Work, to help improve this service.

Complaints process

We're committed to providing the best quality service. However, we recognise that from time to time there may be a need for you to raise a concern about an aspect of our work or the conduct of our staff. We take all feedback very seriously and we are continually working to improve the level of service we offer. Below you will find the different ways you can contact us, what you can expect when you do contact us and how we use your ideas to make sure that we offer the highest level of customer service.

We pledge to:

- Handle your complaint swiftly and keep you informed of the situation
- Treat you with respect
- Investigate all complaints thoroughly and objectively
- Send you a full response which addresses all the issues you have raised
- Provide clear guidelines about what to do if you are unhappy with our response
- Record and monitor all complaints
- Take relevant actions to continually improve the level of service we offer.



Addressing your concerns

Please speak to your Maximus contact to discuss your concerns. We aim to resolve issues quickly and informally if possible.

Formal complaints

If you are unable to resolve your concern informally, please submit a formal complaint by:

Email: support-feedback@maximusuk.co.uk

Phone: 0300 456 8155

Writing to us: 18c Meridian East, Meridian Business Park, Leicester LE19 1WZ

Complaints process

- We will acknowledge your complaint within two business days.
- A manager will contact you within five business days to discuss a resolution. We aim to resolve complaints within 10 business days.

Escalation

If you are unhappy with the resolution, you can escalate your complaint within 10 business days by contacting support-feedback@maximusuk.co.uk. Your complaint will be reviewed by a senior manager, who will contact you to discuss a resolution.

Further escalation

If you are still not happy, you can contact the [Independent Case Examiner \(ICE\)](#) within six months of our final response. You can also contact your Member of Parliament (MP), who may refer your complaint to the [Parliamentary and Health Service Ombudsman](#).

To find out more about Maximus, [visit our website](#).

Notes

