

Amazing People

Working with Denise



I've produced this leaflet to cover details on how I work and to ensure that everything goes smoothly.

My website provides extensive detail on my services, assessments, eBooks etc. If you have questions, please email and I'll almost always reply within 1 business day. It's much easier for me to reply to emails in the first instance as I'm busy with client work during the day. I don't guarantee to reply over a weekend.

Confidentiality

- The first thing I want to stress is the confidentiality of the work we do. Everything you send to me or we discuss remains confidential. Notes are kept secure and nothing is released to a third person without your consent. I may discuss your situation with my supervisor but your name/contact details would not be released.

Appointments

- You arrange via a link sent to you once payment is received. Payment is secure using World Pay or PayPal. Please ask if you prefer to pay by bank transfer. *My online scheduler enables you to rearrange appointments if needed.*

Cancellations/missed appointments

- **If less than 2 business days' notice is given for a change of appointment you will still be charged for this session.** With a prepaid programme this may result in an additional fee being payable. You may also need to wait a week or two for a new appointment.

Unused sessions

- Sessions paid for and not taken will be held for 6 months. Sessions are also transferable, but not refundable.

Denise's style

- Denise is creative and inspiring; any programme can be adapted to suit your needs. She is focused and highly customer orientated, she always seeks to be the best she can be.
- The approach Denise takes combines career coaching and consultancy. It is not a therapeutic counselling session.
- Denise is supportive but there is a need for clients to take action. Clients will not progress if they do not undertake the action steps. ***You need to undertake the follow up action identified.***

Arrival (for in person meetings)

- If you are travelling by train the nearest station is **Ashchurch for Tewkesbury**, a 30-minute walk to my home office. If you are on one of my programmes, we will collect you (and take you back after our session).
- If you drive here are [directions](#). I appreciate that many clients travel a long distance so if you are travelling for a 2-3-hour appointment I am flexible for 30 minutes either way. For a 50 minute/ 1-hour appointment I appreciate punctuality as I may have a client before and/or after your appointment. If you are here early you can get a coffee from the coffee shop/ BP garage close to the motorway junction. **Text me if you are early and if I can see you earlier I will - 07931 303367.**

Guarantees

- I guarantee that I will provide a good service but I can't guarantee the outcome such as you identifying your 'dream job'. being shortlisted or being successful at interview. If you ever feel that a session has not been of value or an objective not met, please tell me and I will do what I can to meet your needs.

Refunds

- If you are choosing an assessment be sure to review the sample report to ensure it is relevant for your needs, as **refunds are not available on assessments.**
- **If you change your mind and no longer require a service, please inform within 7 days. Your refund will be subject to an administration fee of £50.**

Costs

- The costs of my programmes and services are clearly listed on my web site and can be supplied in writing on request. **Different fees are payable by organisations** and individuals. All fees are subject to annual review.
- The prices include the reading of your CV and personal information form. Should you require me to take on extended pre reading this is charged at the standard rates.

Location

- Sessions can take place at the office in Tewkesbury, (which is also my home) or via phone or Skype. Calls to land line numbers in the UK are made by Amazing People. When clients prefer to use a mobile, they call my landline to ensure a clearer signal. **Access directions [here](#).**
- I can travel to meet you at your preferred location, travel expenses are charged at 40ppm and travel time is charged at £50 per hour.

The importance of focus

- I need to focus on my clients and projects. If I'm interrupted I lose flow and don't get things done. That's why most of the time when you phone me someone else will pick up the phone.
- I've learnt that I'm far more effective if I deal with emails in blocks, rather than individually so aim to review emails twice in the day and once early evening.

Data Protection

- Amazing People is registered under the Data Protection Act 1998. The only information we collect about you is the information you supply when you complete any of our forms or questionnaire.
- Assessments involve supplying some personal data to the specific testing organisation. These all have their own privacy statements on their web sites and can be supplied on request.
- Any forms you submit, and notes taken are kept in a locked cabinet and shredded one month after our last contact.

Denise Taylor, Amazing People www.amazingpeople.co.uk

Office: 01684 772 888

mobile: 07931 303367 (I live in an area with poor mobile phone signal. This means I often do not hear the phone ring and if I pick up the call will drop. If so I will call you back using mobile over Wi-Fi).