

VERTO'S CHARTER OF COMMITMENT TO CHILDREN AND YOUNG PEOPLE.

OUR PROMISES TO YOU...

RESPECT

VERTO will respect all individuals that use or seek to use our services. Every employee will receive training to ensure every client is treated equally and with respect regardless of their abilities, qualities or achievements.

INFORM

VERTO will inform all individuals using our services of our feedback process, how to access it and what to expect should they ever want to lodge a complaint or provide feedback. VERTO will inform all individuals about their rights and responsibilities at commencement of services.

GIVE YOU A VOICE

VERTO provide opportunities for all individuals to participate in the development and improvement of our service delivery by providing numerous avenues to provide feedback.

HELP

VERTO will help all individuals using our services achieve their goals and ambitions. This will be done through the various programs delivered by VERTO in line with the program's requirements.

TRUST

VERTO strives to build trust with our clients. Will be open and honest with our expectations during our service delivery in order to foster a professional working relationship.

SAFETY

VERTO will provide a safe environment for you to work with us to help you achieve your goals and ambitions.