



**Ministry of Public Health,
Social Development & Labor
Department of Labor Affairs**

SECTION LABORMARKET

Client Rights and Responsibilities

Section Labor Market is committed to ensuring all citizens have access to information regarding their rights and responsibilities at all times and under all circumstances.

Client¹ Rights

Clients utilizing the service of Job Placement or participate in programs afforded at the Section have the following rights:

To adequate service in regards to employment regardless of gender, ethnicity, social status, age or sexual preference.

To confidentiality, including respect of privacy and due diligence in a professional environment.

To adequate and consistent information regarding all aspects of services provided in regards to all employment matters.

To consent to or refuse to participate in training and or research programs.

To request assistance or be transferred to another staff member.

To make informed decisions on own mutually agreed upon employment action plan.

To file a formal complaint about the service received from the Job Placement Team and to expect that the complaint will be investigated appropriately and in confidence.

To proof of Employment Assistance Registration and access to all records in regards to employment history and development.

¹ Client is defined as an individual seeking assistance in finding employment of a permanent or temporary nature within the Labor Market of St. Maarten.

Client Responsibilities

Section Labor Market while aware of the rights of our clients is also cognizant of the responsibilities of our clients and strives to establish a mutually acceptable partnership based on the following client responsibilities:

To display consideration and respect and behave in a manner which does not cause undue unrest to staff, other clients and services provided at the Department of Labour Affairs.

To maintain confidentiality regarding information about other clients or other participants in programs conducted by Section Labor Market.

To prove that adequate effort has been exerted to find employment individually within the local labor market.

To provide complete and accurate information to the service provider in order to receive proper service. Clients are encouraged to ask questions, discuss own development and seek further assistance from other job placement services.

To keep appointments or give notice as early as possible if unable to attend appointment at department or interviews with potential employers and or officers.

To adhere to and or follow all action plans that have been chosen in consultation with the service provider.

To adhere to all and any procedures and or policies within Section Labor Market at it pertains to the various services provided in regards to employment and Labor

Staff Responsibilities

All officers at Section Labor Market should have a complete working knowledge in regards to all points stipulated as client rights and obligations in a manner that reinforces and builds on these rights and obligations.

Staff responsibilities are to:

To acknowledge and adhere to the rights of clients outlined in this document.

Ensure that all clients receive verbal and written information regarding their rights and obligations at first contact.

Inform clients of confidentiality issues and possible limits to confidentiality in cases of audits, data collection and inter office communication.

Ensure that service continues, if effective communication and resolution is not possible with clients.