

# The EURAXESS Services Commitment



## Mission Statement

The mission of the EURAXESS Services Centres is to provide free and personalised assistance on the challenges faced by researchers and their families when relocating, such as:

- Visas
  - Work Permits
  - Accommodation
  - Legal Issues
  - Social security, medical care, pension rights and taxes
  - Family support, language courses, day care, schooling, etc.
  - Research funding
  - Social and Cultural aspects
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- Family support, language courses, etc.
  - Research funding

## Objective of the Commitment

The EURAXESS Services Commitment represents a document of reference for researchers describing a range of high-quality services.

## What is the EURAXESS Services Commitment?

This commitment explains the relationship between a EURAXESS Services Centre and a researcher. It details what a researcher can expect from a EURAXESS Services Centre. In particular, the Commitment sets out:

- What can a EURAXESS Services Centre do for you;
- How to improve the EURAXESS Services Network;
- The services' standards of a EURAXESS Services Centre;
- Data protection;
- Timescale in which a EURAXESS Services Centre acts;
- As such, this Commitment is a "letter of engagement".

## The EURAXESS Services Centres' commitment to mobile researchers

The EURAXESS Services Network is to serve all researchers and their families. If you are a researcher, the EURAXESS Services Centres will provide you and your family with the information you require to plan and organise your stay in a foreign country. As such, the EURAXESS Services Centres provide you with a quality service, where they:

- Identify themselves;
- Treat you with courtesy and respect, providing a service to all researchers based on the right to equal treatment;
- Ensure that information and leaflets are available in both national language and English;
- Give you clear, accurate, timely and relevant information or help you might need.

## Data protection

The EURAXESS Services Network will protect your personal data and the information given will remain confidential and abide by privacy laws.

## How to improve the EURAXESS Services Centres

- To improve the services, the EURAXESS Services Centres ask you to:
- Inform about your special needs;
- Provide them with all requested information and details or changes in your circumstances in a timely manner;
- Make comments or suggestions about the service you received

## Quality aspects in the EURAXESS Services activity

Quality indicators are set up and monitored on a regular basis at European level by experts. In order to provide a better quality service, the EURAXESS Services Centres welcome your feedback, both positive and negative. To this end write, telephone, or e-mail your EURAXESS Services Centre.