

Service Charter

Andalucía Emprende

Easy-to-Read Version





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What is this charter and what is it for?

This Service Charter explains what Andalucía Emprende does, what services it offers, and what commitments it makes to you.

Its goal is to help you get to know:

- What support you can receive.
- How long each service is offered.
- How you can participate and give your opinion.
- Your rights and obligations as a user.

The person who directs Andalucía Emprende is responsible for:

- Drafting this Charter.
- Revising it from time to time.
- Reporting on it.
- Proposing changes when necessary.

Andalucía Emprende applies the following values:

- Attentive and helpful service.
- Equality and **accessibility** for all people.
- Co-operation or collaboration with other institutions.
- Quality and innovation to improve every day.

Accessibility: Ensure all people can access the service.

What is Andalusia Emprende?

Andalucía Emprende is a public foundation of the Government of Andalusia, that is, it is a non-profit entity.

It does not seek to make money and is created by a public body.

Their job is to support people who want

to **be entrepreneurs** and help create and improve businesses.

It also helps improve business currently in operation.

It provides services across Andalusia through the Andalusian Entrepreneurship Centers known as CADEs.

CADEs are offices that attend to people who want to create or improve their business.

At a CADE, you can receive:

- Information for entrepreneurship.
- Personalized advice.

Entrepreneurship:

Starting an activity, a job, or a business. Sometimes it requires significant effort.



- Support to create your company.
- Training.
- Support.

How can you access the services?

You can enjoy Andalucía Emprende's services in three different ways:

- On-site service

At a CADE near your home or company.

You can book an appointment.

- Online service

Through the Andalucía Emprende website.

You may submit inquiries, documents, and requests for information.

- Telephone service

You can call to answer questions or receive basic information.

When you need exceptional support, you can request it at your CADE.

Types of services offered by Andalucía Emprende

Andalucía Emprende offers four (4) types of support:

1. Advice and creation of companies.
2. Resources and guidance or mentoring to boost or improve your business.
3. Training and entrepreneurship activities to start up your company.
4. Accompaniment in events or meetings and business opportunities.



In the following section, you will see each service with its commitment.

Services and commitments

Service 1: Business information and advice, that is:

Support to start or improve a business.

Commitment: First appointment in less than five (5) working days.

Service 2: Constitution and start-up of companies, that is:

Help to create your company.



Commitment: First appointment in less than five (5) working days.

Service 3: Search for funding, that is:

Assistance in applying for grants and loans.

Commitment: First appointment in less than five (5) working days.

Service 4: Business plan and business model, that is:

Study of the feasibility or possibility of the project.

Commitment: First appointment in less than five (5) working days.

Service 5: Business location, and guidance or mentoring, that is:

Temporary use of a space and support.

Commitments:

- Response in less than 24 working days to business location requests.
- Mentoring and guidance itinerary from the signature of the space assignment contract.

Maximum deadline: 30 days.

Service 6: Business accelerator, that is:

Intensive itineraries to improve your project.

Commitment: One call per year.

Service 7: Business management support resources, that is:

Tools and data to improve your business.

Commitments:

- Tools are updated on the first five (5) days of each month.
- Update of **entrepreneurship indicators** every six (6) months.

Indicator: Data used to check if a service is working well.
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Service 8: Entrepreneurial promotion, that is:

Activities to learn about entrepreneurship.

Commitments:

- Activities per educational stage.
- Activities for citizens or groups.

Service 9: Draw attention to entrepreneurial activity, that is:

Organize or attend conferences, awards, and meetings.

Commitment: Two activities per year in each province.



Service 10: Support at innovation and investment events, that is:
Support to attend entrepreneurship events.

Commitment: Two calls per year.

Service 11: Business management training sessions, that is:
Short courses, granting attendance certificates.

Commitment: Average rating of eight out of ten.

Rights of users

Users have the right to:

- Receive appropriate and respectful care.
- Choose how to communicate.
- Receive clear information.
- Your data will be kept **confidential**.
- Participate in the improvement of services.
- The services must comply with the established commitments.

Confidential: Private information that can only be viewed by authorized persons.

Obligations of users

You have the obligation to:

- Provide accurate information.
- Submit the necessary documentation.
- Take care of the facilities when you use or occupy a ceded space.
- Comply with the conditions of use and accompaniment.



Citizen participation and dissemination

You can participate by sending suggestions, queries, or complaints via:

- E-mail: info@andaluciaemprende.es.
- Using an online form: Contact us at the Andalucía Emprende website.
- The Suggestions and Complaints Book.

You can learn more about this Charter of Services at:

- The Andalucía Emprende website.
- The Service Charter Portal.
- The CADE bulletin boards.

How can users file complaints and suggestions?

We will start by defining each term.



Suggestion: Proposal to improve a service.

Complaint: When something has gone wrong.

Claim: Formal request to review a situation.

You can submit them at:

- The Suggestions and Complaints Book.
- The Andalucía Emprende website.
- The inquiry mailbox.

How is the quality of service evaluated?

Andalucía Emprende evaluates its services with:

- Indicators.
- Satisfaction surveys.
- Review of commitments.
- Publication of a report with the results and improvements each year.

Additional information

Here are some questions that may be of interest to you

- Accessibility:

The services are designed to ensure access for all.

- Data protection:

Your personal information is confidential and is used exclusively to provide the service.

- Transparency:

The institution publishes information on its activity and results.

Transparency:

Reporting clearly on what an organization does.

Validity of the Charter

This Charter is valid from the date of its publication.

The updated version is available on the Andalucía Emprende website.