

<b>Company Name:</b>	Recruit2Schools Ltd
<b>Policy Name:</b>	Customer Service Policy
<b>Date:</b>	August 2020
<b>Version:</b>	2

Recruit2Schools is a member of the Recruitment and Employment Confederation (REC) and adheres to their Code of Professional Practice.

### **Recruit2Schools Customer Service Policy Statement**

At Recruit2Schools we endeavour to provide you with the best possible service at all times. If you would like to make any comments, suggestions, raise a query or make a complaint about the service you have received, please contact us, our contact details are set out below. We will respond to your query within 3 - 5 working days.

This policy will be kept up to date, to reflect changes in the nature and size of the business. To ensure this, the policy and its effectiveness will be reviewed annually.

Courtesy

All recruitment consultants will be trained in customer service standards; will exhibit customer friendly service skills; and be knowledgeable, professional and courteous in meeting the needs of our customers.

### **Communication**

Recruit2Schools will return all phone calls and emails received from clients and registered candidates and applications in respect of specific vacancies within agreed timescales. Where we are unable to meet this agreement, we will inform you of this as soon as possible and agree a new deadline.

### **Consistency**

As part of our commitment to upholding professional standards, we will review our policies annually to ensure that they continue to meet business needs and the Recruitment and Employment Confederation's Code of Professional Practice; and that they are consistently applied to all our customers.

### **Complaints**

Recruit2Schools seeks fair, just and prompt solutions when possible to any complaints and appeals. All such issues should be directed to the Education Operations Manager, Lucy Myers-Sleight, in the first instance, where they will be acknowledged and directed to the attention of the appropriate person. A complaints process is in place for any disputes; copies are available from our office or on [www.recruit2schools.com](http://www.recruit2schools.com)



### **Access to Information**

We comply fully with the provisions of the Data Protection Act 1998. Any personal or confidential information held by us about a client or work seeker is fully accessible to that person or body for review or editing by contacting Education Operations Manager, Lucy Myers-Sleight.

### **Reduce Bureaucracy**

Wherever possible, without compromising our legal requirements and professional standards we strive to reduce the burden of unnecessary paperwork.

### **How to Contact Us:**

#### **Recruit2 Schools Ltd**

Unit 8B

Bridgend Business Centre,

Bennett Street

Bridgend

CF31 3SH

Tel: 01656 349419

Email: [office@recruit2schools.com](mailto:office@recruit2schools.com)

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