



CUSTOMER SERVICE POLICY

Fresh Start Management Services Limited

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Telephone 0203 409 3139



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DEFINITIONS

The following definitions will be used throughout this policy:

- Fresh Start Management Services Ltd will be referred to as 'the Company' throughout the policy
- The term 'staff' is used to cover all employees, and work-seekers
- The term 'Client' refers to any company, school, organisation or body that commissions the Company to provide a recruitment service
- The term 'work-seeker' refers to any person showing an interest in, or applying for work with any one of the Company's Clients.

1. POLICY STATEMENT

The Company is a member of the Recruitment and Employment Confederation (REC) and adheres to their Code of Professional Practice. The Company strives to provide the best possible service at all times for its Clients and staff.

The Company always looks for fair, just and prompt solutions when possible to any complaints and appeals. All such issues should be directed to a Recruitment Coordinator 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. For further information, please refer to the Company's **Complaints Policy and Procedure**.

2. POLICY REVIEW

This policy will be reviewed and amended, annually and or on legislative and or practice changes. Updated copies will be circulated to staff.

As part of our commitment to uphold professional standards, the Company reviews all 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 Clients and staff.

3. COURTESY

Staff will be trained in customer service standards, which will reflect the ethics of the Company to its Clients, will exhibit customer friendly service skills; and ensure staff are knowledgeable, professional and courteous in meeting the needs of our Clients and staff.

4. COMMUNICATION

The Company will return all telephone calls and emails received from Clients and registered work-seekers and applications in respect of specific vacancies within agreed timescales. Where they are unable to meet this agreement, they will inform the Client or work-seeker as soon as possible and agree a new deadline.

5. ACCESS TO INFORMATION

The Company complies with the provisions of the Data Protection Act 2018. Any personal data held by the Company is fully accessible to the Data Subject for review or editing by contacting the Company Data Protection Officer.

Wherever possible, without compromising legal requirements and professional standards, the Company will always aim to reduce the burden of unnecessary paperwork and provide an effective and streamline service for Clients and work-seekers.

Created: November 2017

Reviewed: January 2020

Next review date: January 2021