

# Customer Service Policy



## Introduction

At Vision for Education/ABC Teachers/Smart Teachers, we endeavor 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 service friendly service skills; and be knowledgeable, professional and courteous in meeting the needs of our customers.

## Communication

Vision for Education/ABC Teachers/Smart Teachers 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

Vision for Education/ABC Teachers/Smart Teachers seek fair, just and prompt solutions when possible to any complaints and appeals. For further information regarding complaints, please refer to our **Complaints Policy**.

## 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 accessible to that person or body for review or editing by contacting our Data Protection Lead. For further information regarding Data Protection, please refer to our **Data Protection Policy**.

## 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

Melanie Paul  
Operations Support Co Ordinator  
melanie.paul@edwin.supply

First Floor, (South)  
Cathedral Buildings  
Dean Street  
Newcastle upon Tyne  
NE1 1PG