

Dane Partnership CUSTOMER SERVICE POLICY

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Customer Service Policy.doc

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

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

We, the Dane Partnership 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.

Comments or Complaints

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

Dane Partnership seeks fair, just and prompt solutions when possible to any complaints and appeals. All such issues should be directed to Lorna Dane 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; a copy of our policy is available from our offices or on our website, www.danepartnership.co.uk.

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 Lorna Dane.

Equal Opportunities and Diversity

Dane Partnership is committed to and will promote diversity for all employees, workers and applicants. We are aware of those areas of recruitment legislation which prevent unlawful discrimination. We will review on an on-going basis all aspects of recruitment to avoid unlawful or undesirable discrimination. A copy of our policy on Equal opportunities and Diversity is available from our offices or on our website, www.danepartnership.co.uk.

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

Dane Partnership
Camberley House
Portesbery Road
Camberley GU15 3SZ
Tel: 01276 20444
Email: lorna@danepartnership.co.uk/lorna@daneandglasscock.co.uk
Internet: www.danepartnership.co.uk.