

Dane Partnership Ltd CUSTOMER SERVICE POLICY

WHILST PROVIDING HR, TRAINING & RECRUITMENT SERVICES, WE GUARANTEE:

- Professional representation of our clients and candidates at every stage of all assignments
- Communication channels that remain open during and beyond the duration of the assignment
- To promote quality over volume
- No hidden costs - boutique services at competitive prices
- We will listen, consult, support and advise
- Considerate and responsible behaviour
- To act honestly within the law, using appropriate codes of conduct and best practices

Courtesy

All employees are trained in customer service standards and will be knowledgeable, professional and courteous

Communication

We will maintain open and honest communication channels with those engaged in recruitment assignments. On the basis we receive high numbers of responses to certain advertisements, it may not always be possible to respond to each one individually – therefore, if you have not heard from us within 4 days of an application it must be assumed that your application has not been successful.

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 or 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 working days.

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 Ltd is committed to and will promote diversity for all employees, workers and applicants. 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.

How to contact us:

Dane Partnership Ltd, Camberley House, 1 Portesbery Road, Camberley, Surrey, GU15 3SZ
Tel: 01276 20444; Email: lorna@danepartnership.co.uk; Website: www.danepartnership.co.uk