

<b>Company Name:</b>	Equal Education Partners Ltd (“the Company”)
<b>Policy Name:</b>	Customer Service Policy
<b>Date:</b>	2024

Equal Education Partners Ltd is a member of the Recruitment and Employment Confederation (REC) and adheres to their Code of Professional Practice.<sup>1</sup>

## Equal Education Partners Ltd Customer Service Policy Statement

At Equal Education Partners Ltd 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

We Equal Education Partners Ltd 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.

From time to time, we may reach out to our customers and clients to request their participation in a satisfaction survey. The purpose of this survey is to assess their satisfaction with our customer service and to identify areas where we can improve as a company. Additionally, this will help us monitor and track customer satisfaction trends over time.

### 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.

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<sup>1</sup> <https://www.rec.uk.com/recruiters/compliance/code-professional-practice>

## Complaints

Equal Education Partners Ltd seeks fair, just and prompt solutions when possible to any complaints and appeals. All such issues should be directed to the Managing Director and Business & People Manager, 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 offices or on <https://equaleducationpartners.com/>.

Our systems and processes to file complaints are evaluated and updated every year. During this review, employees are given the opportunity to provide feedback or suggestions, which are considered when making improvements to the complaint mechanisms. This approach ensures that the system remains effective, relevant, and responsive to employees' needs and concerns.

## Access to Information

We comply fully with the provisions of the Data Protection Act 2018 (DPA 2018), and the UK General Data Protection Regulation (UK GDPR). 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 the Business & People Manager.

## Reduce Bureaucracy

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

## Managing and Supporting our Policy

This is a company approved policy. We will coordinate and review its implementation as part of our ongoing business administration. We will provide our staff with encouragement, guidance and training on its implementation, so that they know what to do, and are confident in doing it.

We are committed to using our business as a force for good. We strive to balance purpose and profit, ensuring that our decisions positively impact our employees, customers, communities, and the environment. Through transparency, accountability, and sustainability, we aim to drive meaningful change.

If you wish to contact us regarding our Policy content or implementation, could you please contact the person below in the first instance:

Natalie Gondwe  
Business & People Manager  
Equal Education Partners Ltd  
12 Axis Court  
Riverside Business Park  
Mallard Way  
Swansea  
SA7 0AJ  
Tel: 01554 777749  
E-mail: [natalie.gondwe@equaleducationpartners.com](mailto:natalie.gondwe@equaleducationpartners.com)