



Ref: RemPol18

Remedy Recruitment Group Customer Service Policy

Remedy Recruitment aims to offer a service that is efficient, effective, excellent, equitable and empowering with the clients and candidates always at the heart of service provision.

In regards to the business we operate, a customer of Remedy Recruitment may be a Client, Candidate, service user, or any other external stakeholder.

Throughout all contact with customers, Remedy employees should aim to meet their needs through professional, courteous and efficient service.

Our employees will:

- Treat all customers with respect and courtesy
- Listen to what customers have to say
- Personalise service to the needs and circumstances of each service user where practical
- Always do what they say they are going to do, or update the appropriate people promptly if things change, offering an explanation for the change
- Respond to enquiries promptly and efficiently
- Consult customers about their service needs
- Act in a professional manner at all times
- Be transparent and honest at all times
- Accept your right to complain and ensure prompt response should such occurrences arise

Customers are always, advised how long a service will take to achieve the expected outcomes. If a delay occurs the customer will be advised and staff will take action to overcome any possible delays. Clients and Candidates that register with Remedy have an expectation of the services we provide. It is important that you know what to expect from us in terms of service so that you can measure whether we are successful or not. As a Recruitment Agency we provide a wide range of services and employ a number of staff. It is important that all of our staff understand and deliver the same high quality service irrespective of the sector or area that they work within.

Our customer standards

We aim to:

- Answer the phone within three rings
- Return your call within one working day if you have left us a message
- See you within 15 minutes of an appointment time, but if we can't we will explain why and let you know when you can be seen
- Reply to letters and faxes within 5 working days
- If your query can't be resolved within 5 days we will contact you to explain why and give you timescales



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- Acknowledge emails sent to any Remedy email address within 3 hours and respond fully within 2 working days
- Respond to complaints within 5 working days

Other commitments

- Resolve your query at the first point of contact or provide you with the details of who can help, together with timescales
- Communicate in plain language
- Make sure our building and other buildings we use for the provision of our services are accessible to everyone
- Provide seating and somewhere to fill out forms in reception areas
- Respect your privacy, offering private areas for discussion if required as well as keeping all customer information confidential unless otherwise agreed
- Provide identification on request
- Have well-trained and confident staff that have the skills and knowledge to do the job

Telephone and out of hours contact

Remedy operates a 24/7 service. Our normal office hours are 7am-7pm Monday to Friday and our Out of hours team operates outside of this at all times. When answering a telephone call Remedy employees greet the caller and identify themselves giving their name. Staff will remain polite at all times and assist the caller where possible. Our in house KPI sees that all calls are answered within 3 rings and any member of staff who is free should attempt to take the call. If staff are able to answer an unattended ringing telephone they will do so and leave a message for the person concerned. When taking a message from a caller, staff will note the date and time of the call, the caller's name and contact number and the details of the message. Who the message is for must also be clearly indicated.

If an employee is not able to answer a caller's query immediately, they will take contact details and advise the customer of the expected timeframe of the response and offered suitable alternatives where possible.

Correspondence

As a minimum, all letters will be transcribed, signed and posted out within 2 working days. In rare circumstances, an extension in response time may be agreed in discussion with the Customer.

All received correspondence must be filed and responded. All the correspondence regarding complaints will be dealt with according to Remedy Recruitment Complaints Policy.



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E-mail

All e-mails received are responded on the same day. In an instance where a response may take longer (for example, further information needs to be sought) than two working days to provide, the enquirer will be informed of progress and a realistic time scale set for resolution. In an instance where a call is directed to the Switch board the reception team will be in charge of delegating the messages adequately.

Face to face meetings

Where Remedy employees meet face to face with customers, including at reception desk, they will greet customers immediately as they present themselves or if the staff member is already engaged with a customer as soon as they are free. Remedy employees are continuously trained to deal with the enquiry/transaction quickly and in a professional, courteous and helpful manner.

Receptions are manned at all times during the normal working hours.

Staff required to visit a customer away from Remedy Recruitment premises must make an appointment first. Staff will clearly identify themselves and the purpose of the visit at the start of the appointment.

All staff representing Remedy Recruitment externally are required to act in a professional manner at all times.

All external meetings must be recorded in a company calendar and on the company CRM system by the HR Manager.

Cover for colleagues

To maintain a high quality service at all times, where there is a limited number of staff with the same role and knowledge, individuals should avoid being on lunch breaks and annual leave at the same time. Lunch break times are discussed daily with the team manager to ensure phones are covered at all times.

Staff are expected to provide cover within their own department. Staff may be expected to work in other departments during times of staff shortage or increased workload to ensure that the Remedy Recruitment provides a continued service to its customers.

How will we monitor this policy?

Remedy Recruitment will:

- Make it easy for you to make a complaint, comment or suggestion
- Monitor complaints to ensure we learn from our mistakes
- Monitor our performance against these standards and policy
- Train and support our staff in providing better customer service
- Use customer surveys to regularly gather customer feedback



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