

# Customer Service Policy

*Last updated – November 2025*

## Purpose

This Customer Service Policy outlines the standards and expectations for delivering consistent, high-quality service to all clients, candidates, and partner institutions. The aim is to ensure that every interaction reflects our values of professionalism, integrity, safeguarding, and responsiveness.

## Scope

This policy applies to all employees, consultants, contractors, and representatives acting on behalf of the agency, including temporary staff placed in educational settings.

## Our Service Commitments

### To Clients (Schools, Trusts & Educational Institutions)

We commit to:

- Provide qualified, vetted candidates who meet the agreed role requirements.
- Maintain compliance with safer recruitment practices, including DBS checks and referencing.
- Respond to enquiries within agreed timeframes (see Section 6).
- Communicate proactively during the recruitment process.
- Provide transparent pricing, terms, and contractual information.
- Offer a dedicated account manager for ongoing support.
- Gather regular feedback and act on it to improve services.

### To Candidates (Teachers, Support Staff & Leaders)

We commit to:

- Treat all candidates with respect, fairness, and professionalism.
- Offer honest, transparent advice about opportunities and expectations.
- Provide timely updates on applications and placements.
- Support candidates through onboarding, safeguarding checks, and training.
- Pay staff accurately and on time.
- Maintain confidentiality of personal data in line with GDPR and agency policies.

## Professional Behaviour

All staff must:

- Communicate clearly, courteously, and professionally at all times.
- Listen actively to client and candidate needs.
- Avoid making promises that cannot be fulfilled.
- Uphold safeguarding responsibilities and report concerns immediately.
- Demonstrate impartiality and avoid conflicts of interest.

## Communication Standards

## Methods of Communication

We will communicate via:

- Phone
- Email
- SMS or messaging tools (if consent is provided)
- Secure applicant tracking or CRM platforms
- In-person meetings where appropriate

## Tone and Clarity

All communication must be:

- Professional and respectful
- Clear, concise, and free from jargon
- Inclusive and accessible

## Response Time Standards

We aim to:

- Respond to general enquiries within **1 working day**.
- Confirm receipt of complaints within **24 hours**.
- Provide updates on ongoing recruitment within **2 working days**.
- Fill urgent short-term supply vacancies within **1 hour** where possible.

## Complaints Handling

We take all complaints seriously. The process is:

1. **Acknowledgement** within 24 hours.
2. **Investigation** by a manager within 5 working days.
3. **Resolution and response** with explanation and next steps.
4. **Escalation** to senior leadership if the complainant is not satisfied.

Complaints are logged, reviewed monthly, and used to improve service quality.

## Safeguarding Commitment

As an education recruitment agency, we prioritise the welfare of children and young people. All interactions, placements, and recruitment decisions must align with:

- Safer Recruitment in Education guidelines
- Keeping Children Safe in Education (KCSIE)
- Disclosure & Barring Service (DBS) requirements
- GDPR and confidentiality rules

No candidate may be placed without full safeguarding clearance.

## Data Protection & Confidentiality

We handle all personal data in accordance with:

- GDPR
- The Data Protection Act

- Internal privacy policies

Personal information will only be used for legitimate recruitment purposes and stored securely.

## Continuous Improvement

We continually evaluate our service by:

- Conducting feedback surveys with schools and candidates
- Holding internal quality audits
- Monitoring performance against KPIs
- Providing staff training and development

## 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 the CEO.

## 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:

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## Policy Review

This policy will be reviewed **annually** or sooner if required due to regulatory or operational changes.