

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:

Operations Director, Lee Makinson
Tel: 0203 026 6150
Email: lmakinson@veritas-education.com
Internet: www.veritas-education.com

Policy Review

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