

# Customer Service Policy

## Introduction

Axcis Education is a member of the Recruitment and Employment Confederation (REC) and adheres to their Code of Professional Practice. We expect all staff to adhere to this policy when representing Axcis Education.

This Policy should be read in conjunction with the Complaints and Disciplinary Policy.

## Statement of Intent

Axcis Education endeavour to provide you with the best possible service at all times. If you would like to make any comments, suggestions or raise a query please contact us, our details can be found at the end of this policy. Should you wish to make a complaint about the service you have received please follow our Complaints Policy.

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.

## Procedures

### Courtesy

All staff 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 at Axcis Education will return all phone calls and emails received from clients and registered contractors 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.

### 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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## Complaints

Axcis Education seeks fair, just and prompt solutions when possible to any complaints and appeals. All such issues should be directed to the consultant's manager in the first instance, 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 the Axcis Education website.

## Access to Information

We comply fully with the provisions of the Data Protection Act 2018 and GDPR. Any personal or confidential information held by Axcis Education about a client or work seeker is fully accessible to that person or body for review or editing by contacting the HR Director.

## Reduce Bureaucracy

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

## Communicating this Policy

- This Policy will be communicated to contractors at their initial induction interview / briefing and thereafter from time to time, as determined appropriate by Axcis Education. This Policy is available on the Axcis Education website and is communicated to all clients.

The contact details for Axcis Education are as follows:

Contact Point	Number or e-mail	Notes
Landline	0207 580 2956	Use during office hours
Martin Keddie	0207 580 2956	Associate Director – HR & Candidate Management
Sara Wills	0207 580 2956	HR & Training Director
E-mails	<a href="mailto:martin@axcis.co.uk">martin@axcis.co.uk</a> <a href="mailto:sara@axcis.co.uk">sara@axcis.co.uk</a>	E-mails are periodically checked out of hours

Signed: *Paul Gold*

Position: CEO

Date: 12<sup>th</sup> September 2024

Revision date: Annually

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