

## **Customer Service Policy Statement**

TeachLondon is a trading division of Supply Desk, which is a member of the Recruitment and Employment Confederation (REC) and adheres to their Code of Professional Practice.

At TeachLondon we 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 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 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.

### **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.

### **Complaints**

TeachLondon seeks fair, just and prompt solutions when possible to any complaints and appeals. A complaints process is in place for any disputes; copies are available from our offices or our website.

### **Access to Information**

We comply fully with the provisions of the Data Protection Act 2018, the General Data Protection Regulation (EU 2016/679) and any applicable statutory or regulatory provisions in force from time to time relating to the protection and transfer of personal data.

### **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:**

TeachLondon, Second Floor, Sir Wilfrid Newton House, Thorncliffe Park, Chapeltown, Sheffield, S35 2PH