

Company Name:	Commercial Consultants (UK) Ltd
Policy No.:	CCUK13
Policy Name:	Customer Service Policy
Date:	22/02/2016
Version:	4

Commercial Consultants (UK) Ltd is a member of the Recruitment and Employment Confederation (REC) and adheres to their Code of Professional Practice.

Commercial Consultants (UK) Ltd Customer Service Policy Statement

At Commercial Consultants (UK) Ltd, we endeavour to provide you with the best possible service at all times. If you would like to make any comments, suggestions, raise a query or make a complaint 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 to provide a high standard of customer service. They will exhibit customer friendly service skills; and be knowledgeable, professional and courteous in meeting the needs of all our customers.

Communication

We, Commercial Consultants (UK) Ltd will return all phone calls and emails received from clients, 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

Commercial Consultants (UK) Ltd seeks fair, just and prompt solutions to any complaints and appeals. All such issues should be directed in the first instance to the Managing Director, 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 office.

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 Managing Director.

Continual Improvement

In order to continually improve our service, Commercial Consultants (UK) Ltd will send out a copy of our customer service questionnaire post-placement, to gain an insight into how we measured against our customer's expectations and to help us to improve.

How to Contact Us:

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Great Northern Road
Derby
DE1 1LR
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