



customer service policy

At Bucks and Berks Recruitment 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 the consultant or manager you are dealing with. You can do this by calling, emailing or writing to us. 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 regularly.

Courtesy

All our 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 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

Bucks and Berks Recruitment seeks fair, just and prompt solutions when possible to any complaints and appeals. All such issues should be directed to the Consultant or Manager you are dealing with in the first instance, where they will be acknowledged and directed to the attention of the appropriate person. A complaints procedure is in place for any disputes and details can be found on our website www.bucksandberks.co.uk.

Access to Information

We comply fully with GDPR and provision of the Data Protection Act 2018. You can find our Privacy & Data Protection Policy for Candidates on our website.

How to Contact Us

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Bucks SL7 1AB

Marlow: 01628 898899

Email: headoffice@bucksandberks.co.uk

www.bucksandberks.co.uk