



## **Step by Step Education Ltd**

### **Customer Service Policy**

We Step by Step Education 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**

Step by Step Education seeks fair, just and prompt solutions when possible to any complaints and appeals. All such issues should be directed to the Managing Director Phil Doyle 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.

#### **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, Phil Doyle.

#### **Reduce Bureaucracy**

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